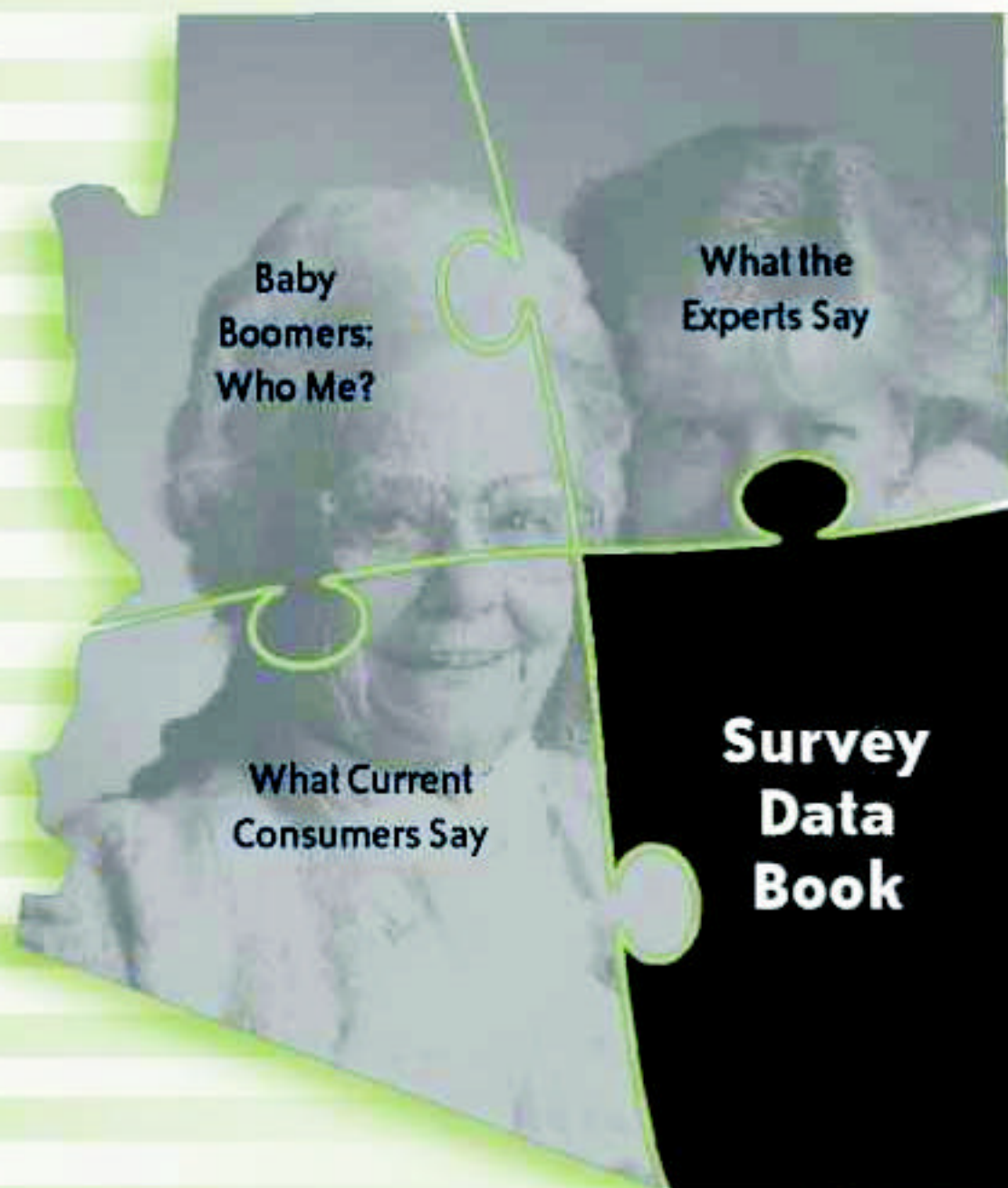


2001

Long Term Care Now and the Next Generation



**ARIZONA LONG TERM CARE SYSTEM'S (ALTCS)
CONSUMER SATISFACTION SURVEY
IN MARICOPA COUNTY**

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I. HOW TO USE THE DATA BOOK

How to Use the Data Book

This book is organized into major sections to facilitate ease of reading. The major sections are listed in the *Table of Contents* and are labeled. Within each section, the results are presented following the order of the questions in the survey pertaining to that particular section. Some exceptions to this ordering have been made when questions that are very related appear far apart within the survey. In addition, questions related to overall satisfaction (e.g., Question 41 – Overall Satisfaction with the Case Manager) are presented first, though they appear in the survey at the end of each section. Finally, the results within each section are presented by the following groups:

1. Total (or Overall)
2. Age Categories: 18 – 64, and 65+
3. Type of Respondent: Consumer verses Proxy
4. Current Placement: Home / Community Based Service (HCBS) or Nursing Facility (NF)

For current placement, HCBS includes respondents living at home, assisted living facilities (ALF) or in adult foster care (AFC). The data for these HCBS components (i.e., home, ALF and AFC) have been combined to provide more meaningful results.

The demographic and sampling section (i.e., Section II) graphically depicts the overall eligible population, the sampled population and the respondents from the sampled population. This information was contained in the Arizona Long Term Care System's (ALTCS) data and was supplied for the entire eligible population prior to sampling. Once surveys were completed, the data from ALTCS was merged with the surveyed member. Characteristics of respondents and non-respondents are reported separately at the end of Section II using this merged ALTCS data.

Each graph in Sections III and IV includes the survey question number, a brief description of the question and the total number of respondents to that question. Section III considers proxy involvement, survey understanding, health status and living choices. The results to the main questions of the survey can be found in Section IV. In addition to displaying the percents, each graph shows how respondents answered the question. Percentages on the graphs may not total to 100% due to rounding.

All of the questions were not answered by all of the respondents. This occurs for a variety of reasons. For example, some questions pertain to only those consumers living in a nursing facility, while other questions may be restricted by proxy or age group. Questions about cultural needs (e.g., Question 72 – How Satisfied are you that the Doctor takes your special cultural needs into consideration) frequently were answered as "Does Not Apply." These responses are excluded from the analysis so as not to skew the

distribution of those who answered the question. Some consumers (or proxies) just chose not to answer a particular question. In this instance, the survey is still valid, but the respondent is removed from the denominator for that particular question. No attempt was made to determine why a specific question was not answered. Finally, a few questions had too few responses to be meaningful and, therefore, are not presented. For example, Question 133 (If your complaint has not been settled, have you been informed about how to get help from AHCCCS?) only had five responses.

The footnote for each graph may or may not include a reference to a "p-value." This is displayed only when there is a statistical difference by the specified category (e.g., age group or current placement). A p-value that is below 0.05 is considered to be statistically significant. For example, Question 73 concerns Overall Satisfaction with the Doctor and is statistically different (p-value = 0.025) between consumer and proxy respondents. Further analysis reveals that consumers tend to rate the satisfaction with their Doctors somewhat higher than the proxy respondents, yet Question 50 (Do you have one person you think of as your doctor?) shows that consumers are much more likely to be able to identify their doctor. Therefore, significant p-values should be used as a guide for further investigation.

As of October 2000, two additional health plans began accepting ALTCS consumers. At the end of Section IV, questions about open enrollment are examined. AHCCCS notified consumers by mail of the new choice they would have in choosing their health plan. The survey was conducted during this time of notification, so it was possible that consumers were not aware of their new choices.

The last section contains the actual questionnaire for reference purposes. Most of the graphs in the prior sections summarize the question. For the actual question asked in its entirety, you should go to Section V. Note that many numbers are skipped on the survey instrument (e.g., the survey moves from question six to nine; there is no question seven or eight).

II. SAMPLING AND DEMOGRAPHICS

SUMMARY OF SAMPLING METHODOLOGY

Eligible Population

AHCCCS provided a database to Health Services Advisory Group, Inc (HSAG) with 7,146 members who met the eligibility criterion. The eligibility criteria included members who were 18 years of age or older, continuously enrolled in the ALTCS program for at least one year with no more than a one month (i.e., 30 days) gap in enrollment and were currently enrolled in the program.

Response Rate

After meeting with AHCCCS, it was determined that the mortality rate for the ALTCS population was approximately ten percent per year, and the survey was expected to yield a 70 percent response rate. HSAG subcontracted with Arizona State University (ASU) to perform the actual survey. The 70 percent response rate was recommended by ASU, with general agreement from AHCCCS based on a prior survey. The surveys were completed by telephone. When a member could not respond, a proxy was surveyed.

Sample Selection

Two main populations were determined to be of interest to AHCCCS; those members in a nursing facility (NF) and those in a home or community based setting (HCBS). These two settings were initially proportionately stratified. There were 3,144 members in the HCBS and 4,002 members in the NF setting. Additionally, sampling was to be performed to provide adequate age group representations for comparison. Following inspection of the data, 221 members were found to be ineligible, leaving a final eligible population of 6,925 members.

An initial sample of 1,902 members was drawn for the survey using a stratified random sample based on the placement and then the age of the individuals. The eligible population distribution showed 55 percent were in a NF and 45 percent were HCBS. The primary sample strata reflect this proportion. The initial sample of 1,902 (or 27.5% of the eligible population) was designed to account for mortality and non-response, given that the survey will be repeated the following year.

The distribution by age group for the eligible population was 25 percent for 18-64 years of age, and 75 percent for 65 years and older. Using this distribution could have resulted in an insufficient sample size in the 18-64 year age group when stratified by placement. It was also thought that the mortality rate would be higher in the 65+ age group, which would necessitate the need for increasing the final sample size, if the age group distributions were preserved. Therefore, HSAG chose a more balanced distribution of 40 percent in the 18-64 age group and 60 percent in the 65+ age group.

After selection of the sample, HSAG sent the data to AHCCCS. Additional fields and current status were then added to the data and returned to HSAG. The status showed that 81 members were deceased. Therefore, the sample size was reduced to 1,821 members. The table below shows the final sample size for the baseline sample.

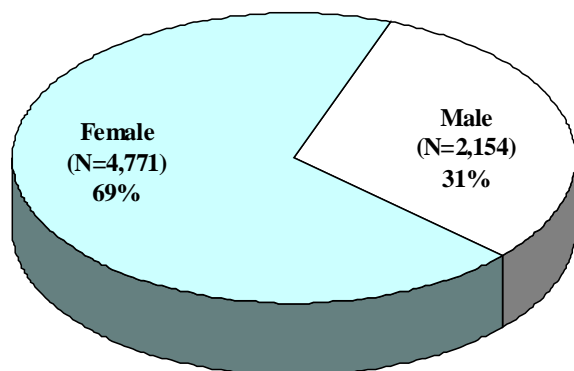
Sample Size for Baseline Survey

	18-64	65+	Total
NF	405	629	1,034
HCBS	314	473	787
Total	719	1,102	1,821

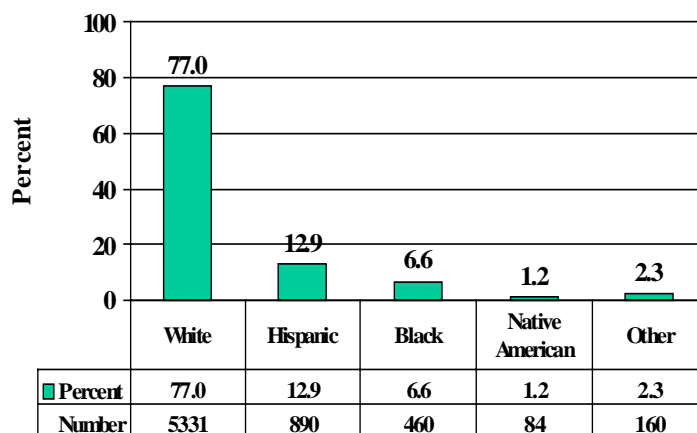
Characteristics of Respondents and Non-Respondents

The final sample size consisted of 1,821 ALTCS consumers. There were 1,031 respondents to the survey and 790 consumers who did not respond (317 of the non-respondents were actually ineligible for the survey). The differences between the respondents and the non-respondents are presented at the end of this section. Demographic characteristics, such as age and gender, showed no difference between respondents and non-respondents. However, of those consumers who responded, about half (or 52%) were in a nursing facility. The majority of non-respondents (63%) were also in nursing facilities.

Distribution of Gender Total Eligible Population of 6,925

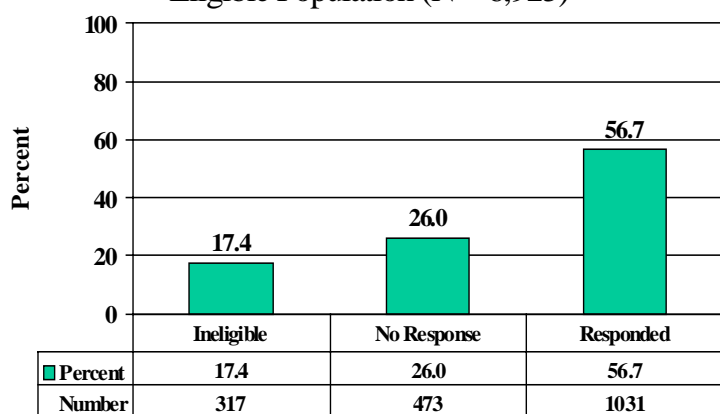


Distribution of Race / Ethnicity Total Eligible Population of 6,925



Response Rates

Original Sample Size = 1,821 or 26.3% of the Eligible Population (N = 6,925)

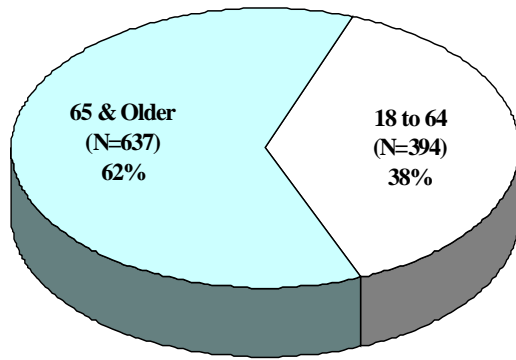


Final Response Rate = 1,031 / (1,821-317 Ineligible) = 68.6%

Sample Selection

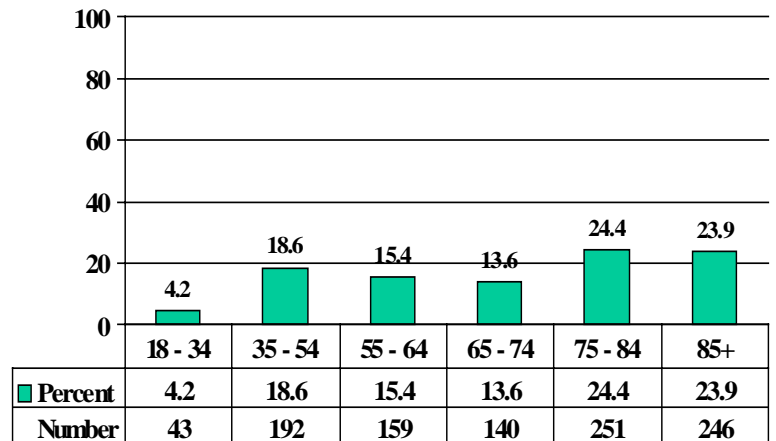
- Eligible Population (N = 6,925)
 - Continuously Enrolled in ALTCS at Least One Year and Currently Still Enrolled
 - Allowed Only A One Month Gap in Enrollment
 - Must be at Least 18 Years of Age
- Stratified Random Sample (N=1,821)
 - Nursing Facility (NF) or Home/Community Based Services (HCBS)
 - Age Groups of 18-64, and 65 Years of Age or Older

Distribution of Age Among
All 1,031 Respondents

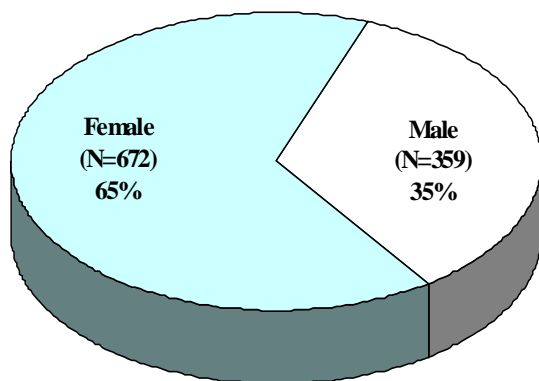


Mean Age = 69.6 Years

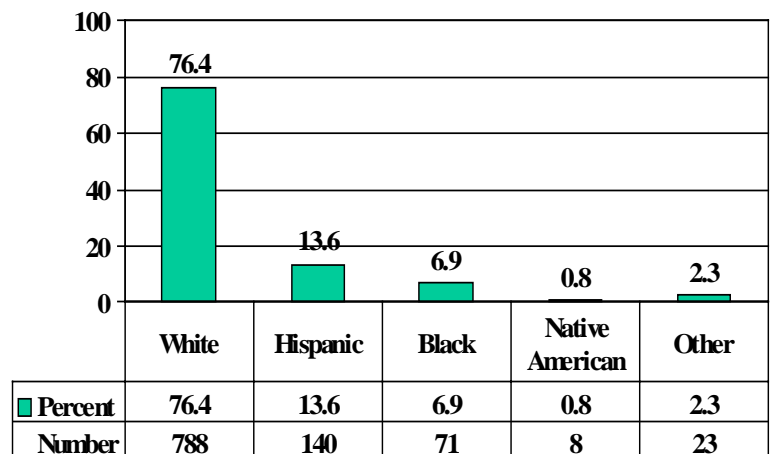
Distribution of Age Groups
Among All 1,031 Respondents



Distribution of Gender Among
All 1,031 Respondents



Distribution of Race/Ethnicity
Among All 1,031 Respondents



Characteristics of Respondents in the ALTCS Survey

Eligible Population (N=6,925)	Respondents (N = 1,031)
<ul style="list-style-type: none"> • 76% Over Age 65 • 69% Female 	<ul style="list-style-type: none"> • 62% Over Age 65 • 65% Female
<ul style="list-style-type: none"> • 55% in Nursing Facility • 45% in HCBS 	<ul style="list-style-type: none"> • 52% in Nursing Facility • 48% in HCBS
<ul style="list-style-type: none"> • Average Time of Enrollment is 3.8 Years 	<ul style="list-style-type: none"> • Average Time of Enrollment is 3.9 Years

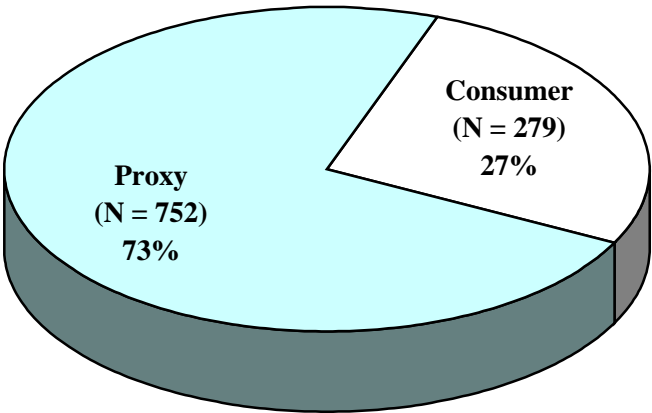
Characteristics of Respondents Verses Non-Respondents in the ALTCS Survey

Respondents (N=1,031)	Non-Respondents (N=790)
<ul style="list-style-type: none"> • 62% Over Age 65 • 65% Female 	<ul style="list-style-type: none"> • 59% Over Age 65 • 64% Female
<ul style="list-style-type: none"> • 52% in Nursing Facility • 48% in HCBS 	<ul style="list-style-type: none"> • 63% in Nursing Facility • 37% in HCBS
<ul style="list-style-type: none"> • Average Time of Enrollment is 3.9 Years 	<ul style="list-style-type: none"> • Average Time of Enrollment is 3.9 Years

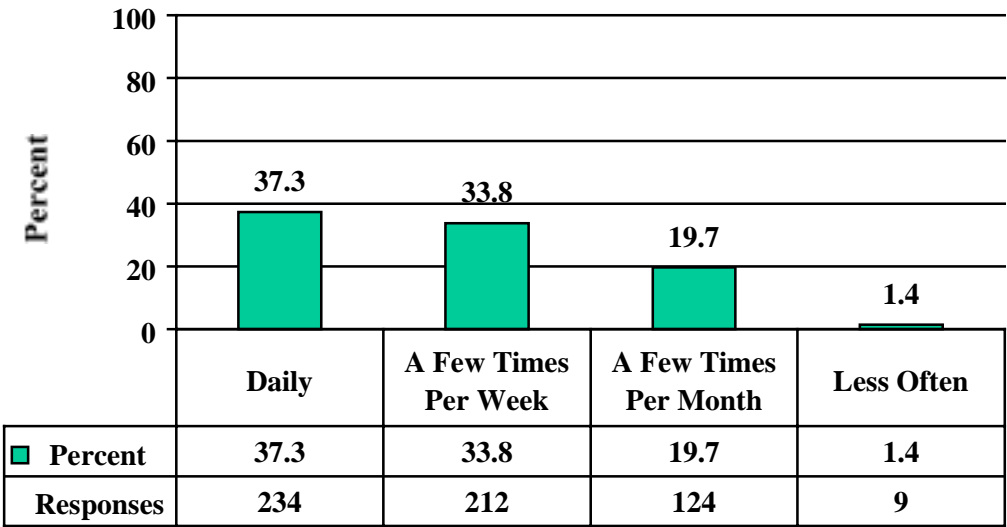
III. GENERAL CHARACTERISTICS AND FINDINGS BY TYPE OF RESPONDENT AND HEALTH STATUS

CONSUMER AND PROXY RESPONDENTS

Question 1: Is Respondent the Consumer or a Proxy?
 Total Respondents = 1,031



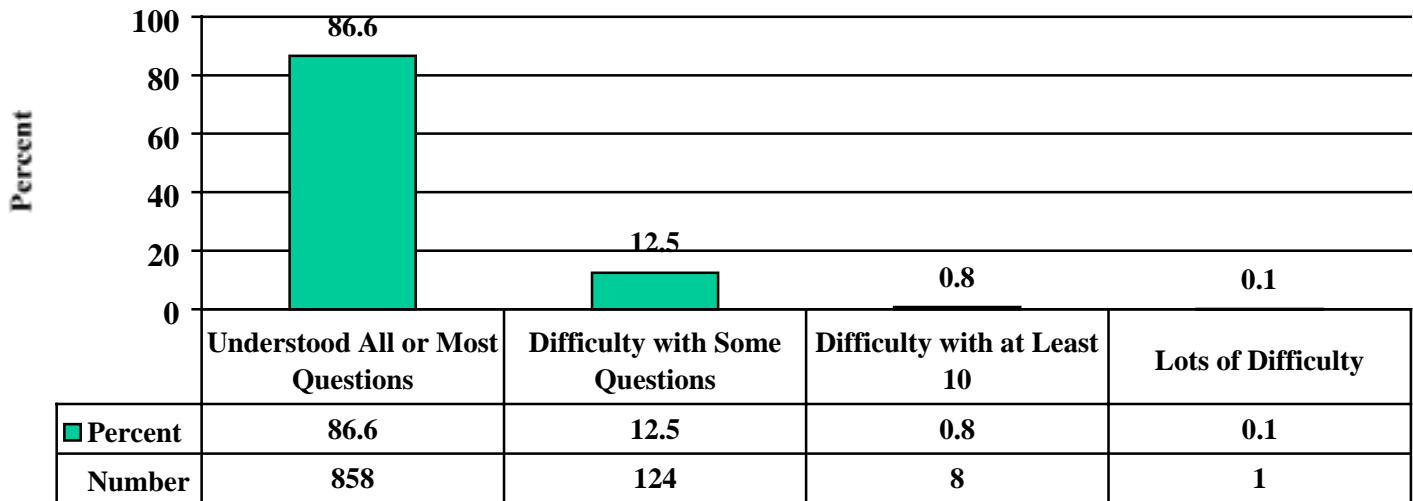
Question 201: Degree of Proxy Involvement
 Total Respondents = 579



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. There were 752 proxy respondents for the survey.

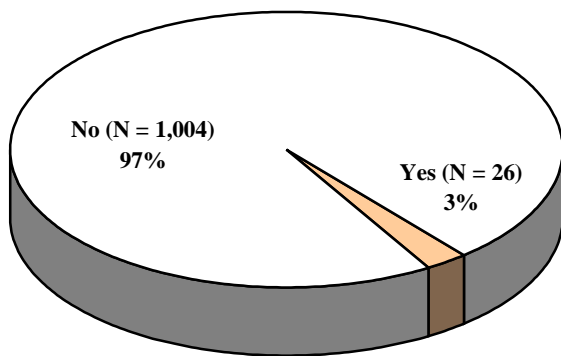
UNDERSTANDING OF THE SURVEY

Question 400: Interviewer's Rating of Respondent
Total = 991



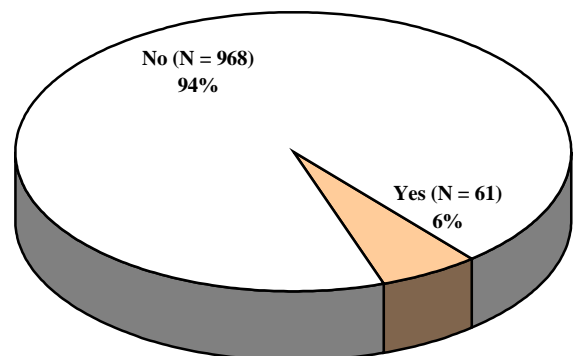
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 401A: Interviewer's Rating
Was Language a Problem? Total = 1,030



Notes: Not all questions were answered by all respondents.

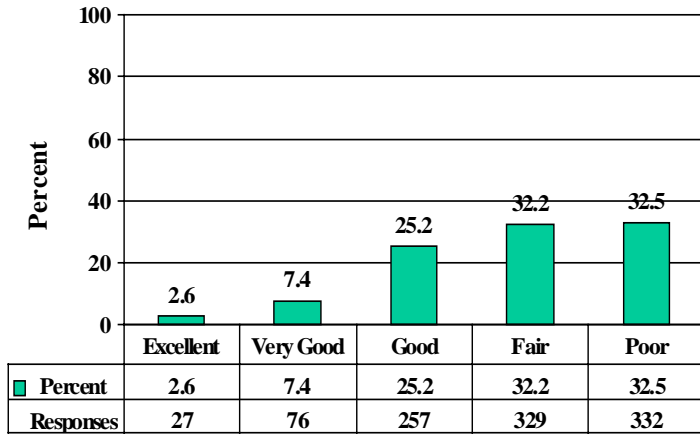
Question 401B: Interviewer's Rating
Was Hearing a Problem? Total = 1,029



Notes: Not all questions were answered by all respondents.

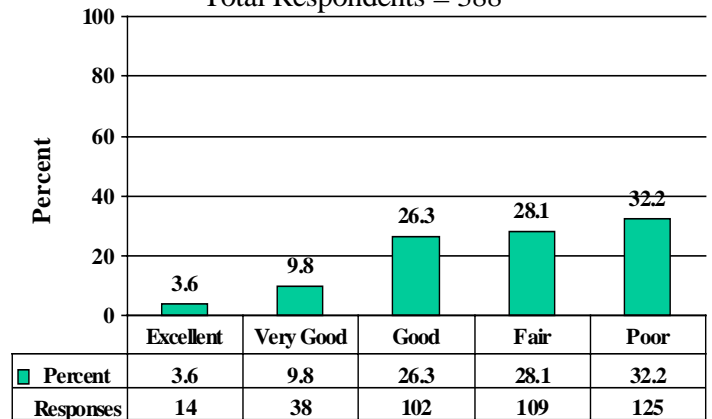
HEALTH STATUS

Question 5: Current Health Status
Total Respondents = 1,021



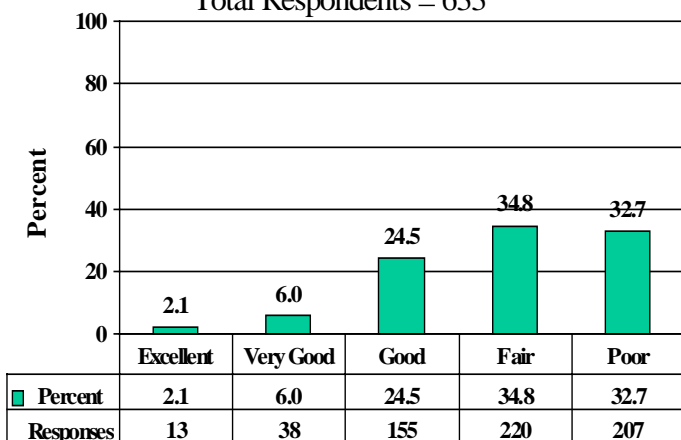
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 5: Current Health Status,
18 to 64 Years of Age
Total Respondents = 388



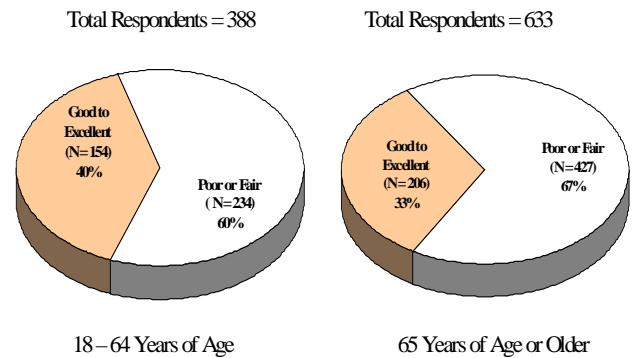
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results by age group are statistically different with a p-value = 0.033

Question 5: Current Health Status,
65 Years of Age or Older
Total Respondents = 633



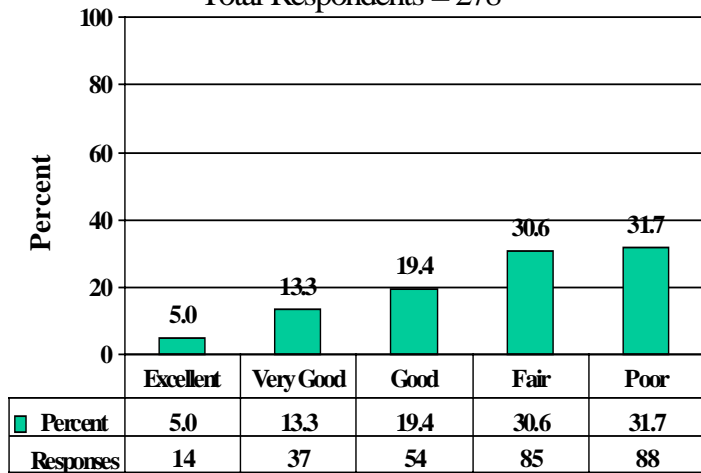
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results by age group are statistically different with a p-value = 0.033

Question 5: Current Health Status,
by Age Group with Categories Collapsed
Total Respondents = 1,021



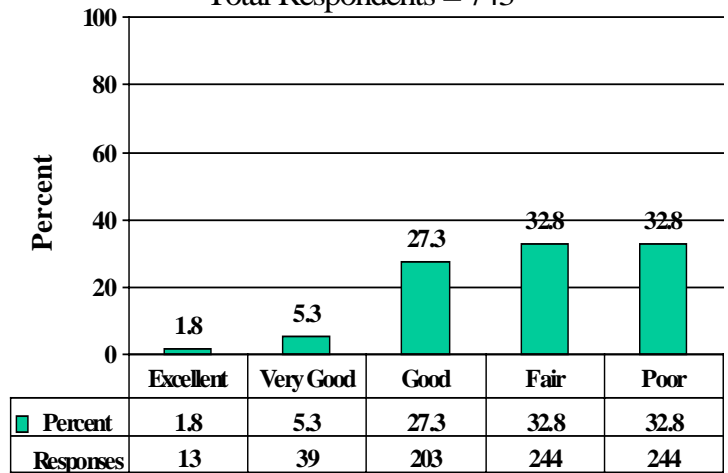
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results by age group are statistically different with a p-value = 0.020

Question 5: Current Health Status,
by Consumer Respondent
Total Respondents = 278



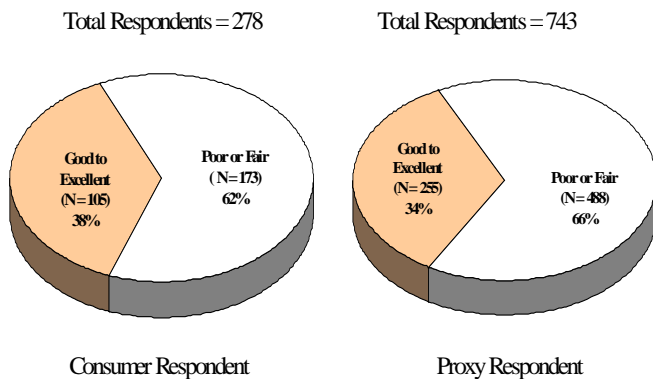
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results by client are statistically different from proxy results with a p-value = 0.000

Question 5: Current Health Status,
by Proxy Respondent
Total Respondents = 743



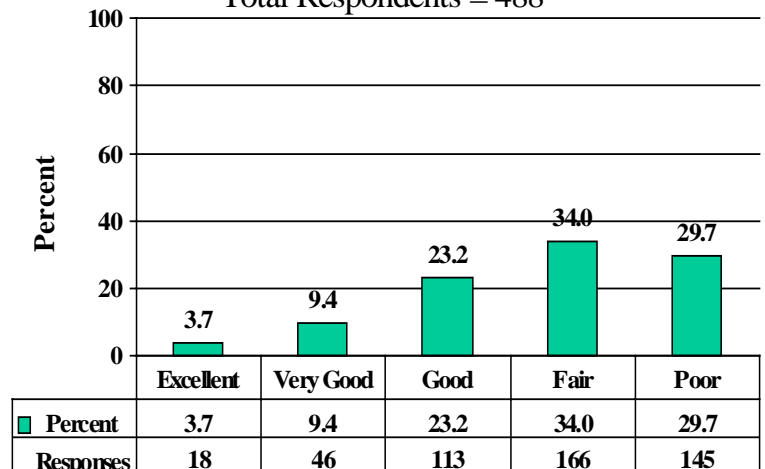
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results by client are statistically different from proxy results with a p-value = 0.000

Question 5: Current Health Status,
by Respondent with Categories Collapsed
Total Respondents = 1,021



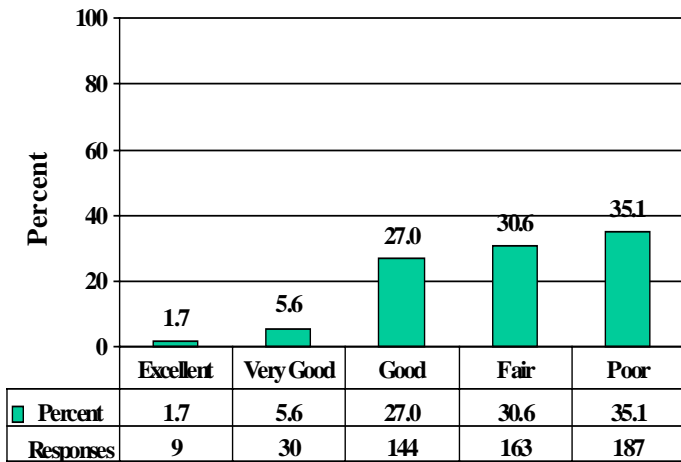
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 5: Current Health Status
for HCBS Consumers
Total Respondents = 488



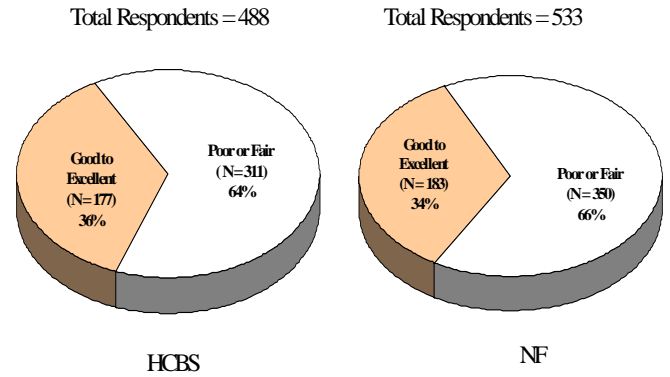
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results by current placement are statistically significant with a p-value = 0.009

Question 5: Current Health Status
for NF Consumers
Total Respondents = 533



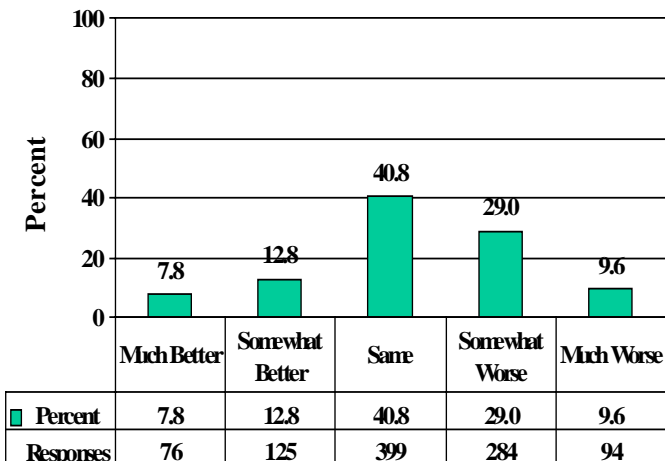
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results by current placement are statistically significant with a p-value = 0.009

Question 5: Current Health Status,
by Current Placement with Categories Collapsed
Total Respondents = 1,021



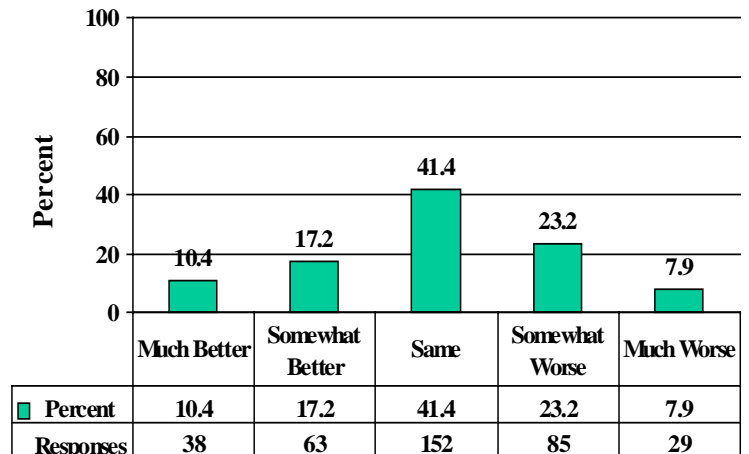
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 6: Health Status Compared to One Year Ago
Total Respondents = 978



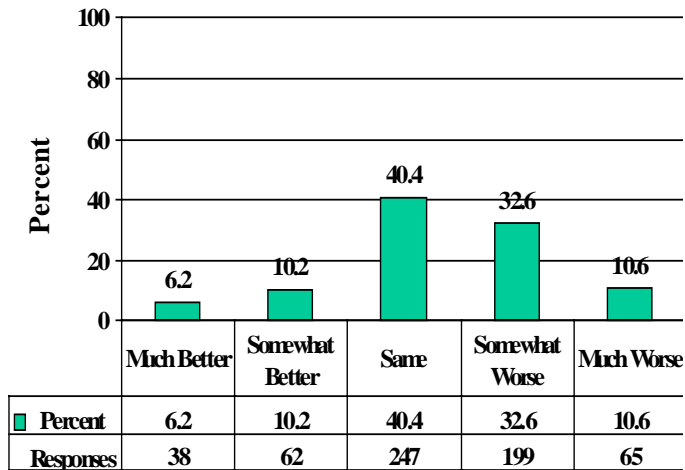
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 6: Health Status Compared to One Year Ago
18 to 64 Years of Age
Total Respondents = 367



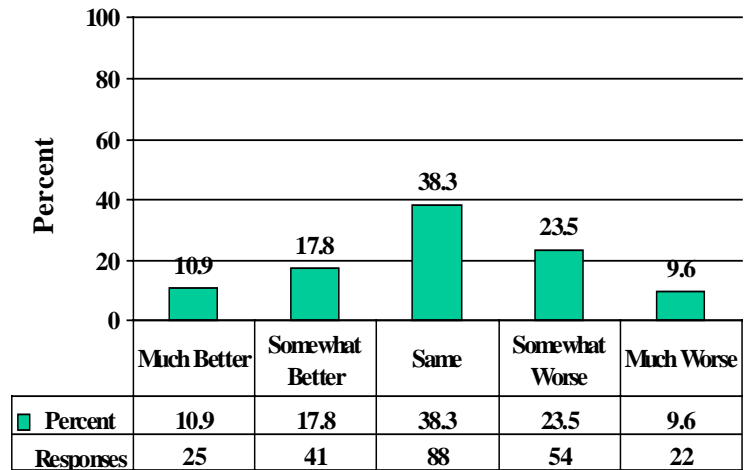
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results by age group are statistically different with a p-value = 0.000

Question 6: Health Status Compared to One Year Ago
65 Years of Age or Older
Total Respondents = 611



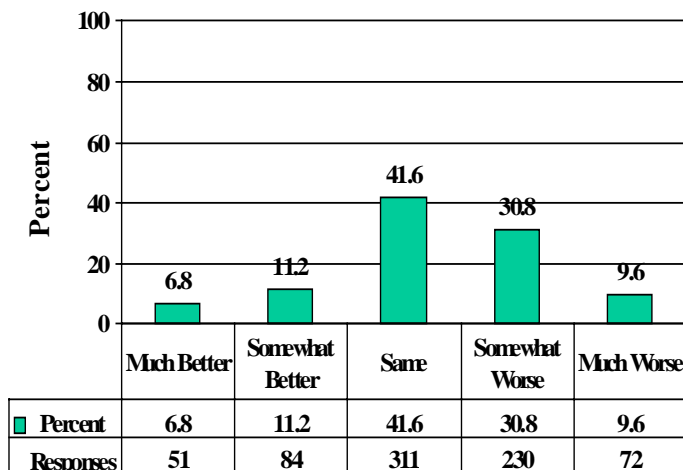
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results by age group are statistically different with a p-value = 0.000

Question 6: Health Status Compared to One Year Ago
by Consumer Respondent
Total Respondents = 230



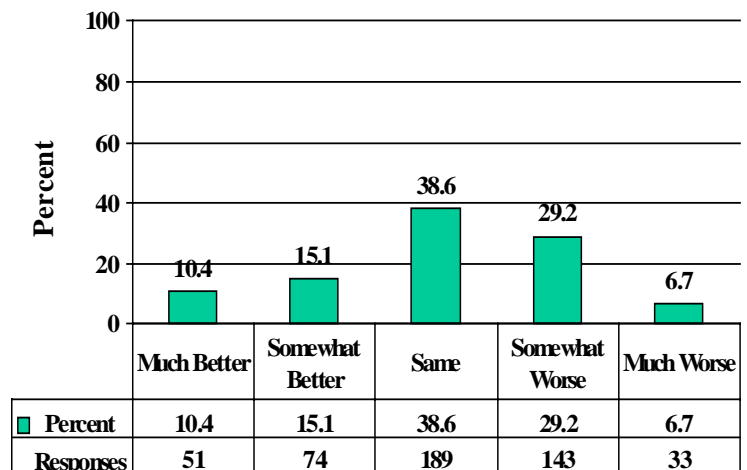
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results by consumer are statistically different from proxy results with a p-value = 0.010

Question 6: Health Status Compared to One Year Ago
by Proxy Respondent
Total Respondents = 748



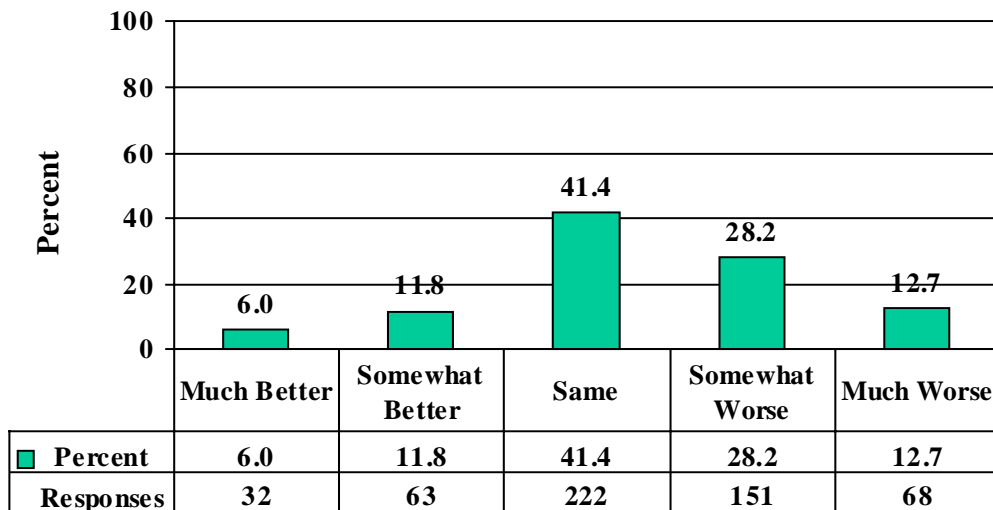
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results by consumer are statistically different from proxy results with a p-value = 0.010

Question 6: Health Status Compared to One Year Ago, by HCBS Consumers
Total Respondents = 490



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results by current placement are statistically significant with a p-value = 0.001

Question 6: Health Status Compared to
One Year Ago, by NF Consumers
Total Respondents = 536

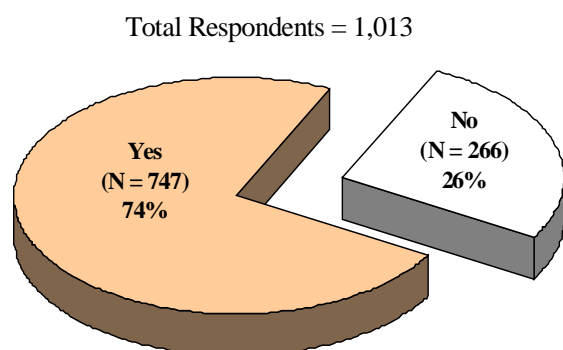


Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.
Results by current placement are statistically significant with a p-value = 0.001

IV. RESULTS OF THE CONSUMER SATISFACTION SURVEY

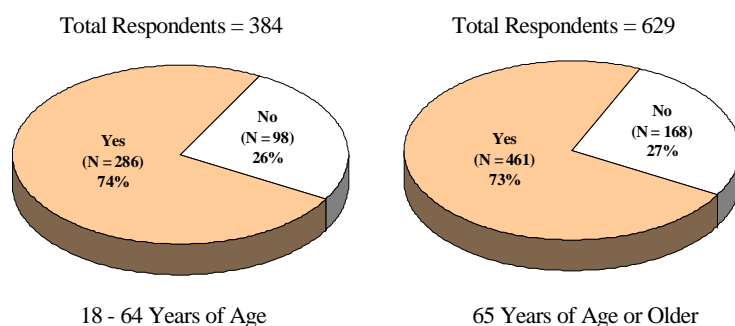
CASE MANAGERS

Question 10: Do Consumers Know Their Case Manager?



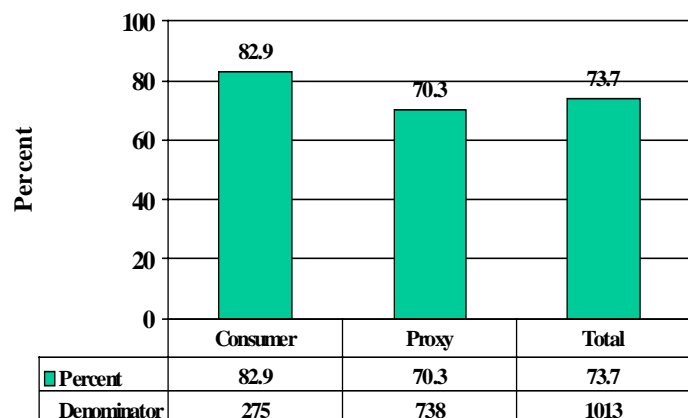
Note: Not all questions were answered by all respondents.

Question 10: Do Consumers Know Their Case Manager, by Age Group



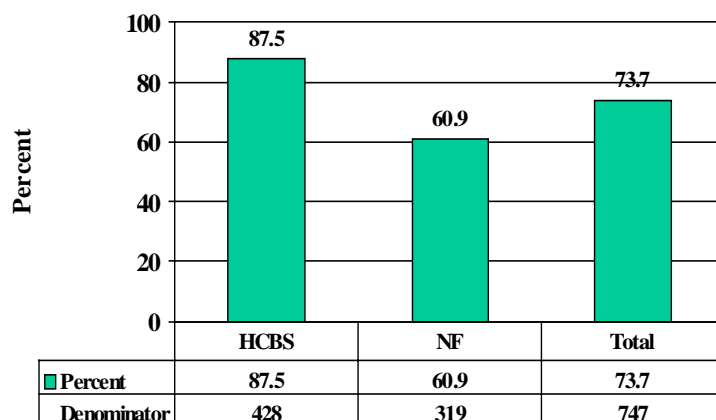
Note: Not all questions were answered by all respondents.

Question 10: Do Consumers Know Their Case Manager, by Consumer or Proxy Respondent



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results by consumer are statistically different than proxy results with a p-value = 0.000

Question 10: Do Consumers Know Their Case Manager, by Current Placement



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results by current placement are statistically different with a p-value = 0.000

Question 41: Overall Satisfaction with Case Manager
Total Responses = 734



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 41: Overall Satisfaction with Case Manager, 18 to 64 Years of Age
Total Responses = 282



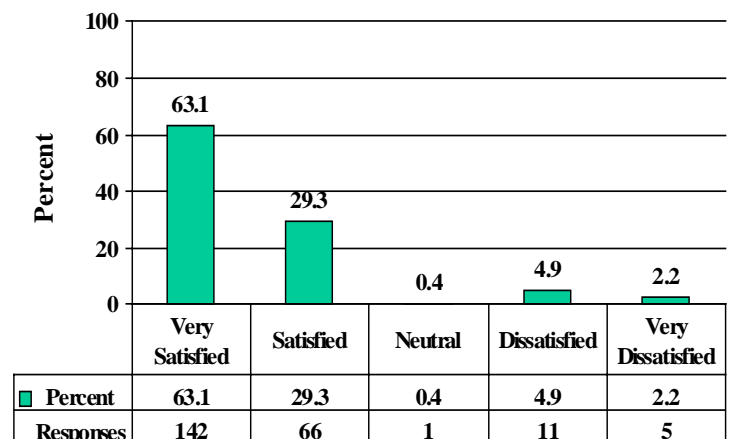
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results by age group are statistically different with a p-value = 0.002

Question 41: Overall Satisfaction with Case Manager, 65 Years of Age or Older
Total Responses = 452



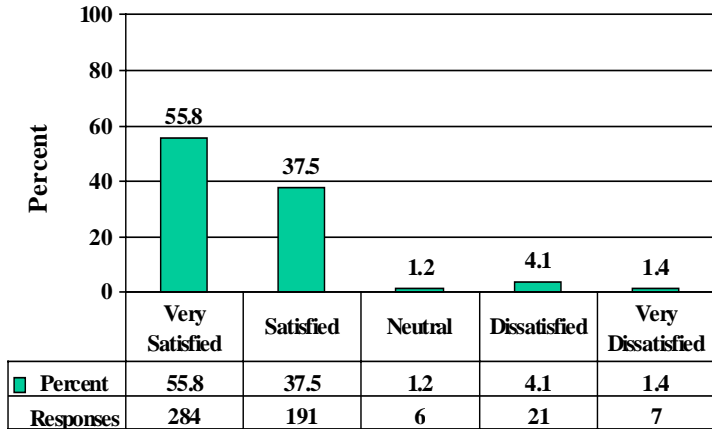
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results by age group are statistically different with a p-value = 0.002

Question 41: Overall Satisfaction with Case Manager, by Consumer Respondent
Total Responses = 225



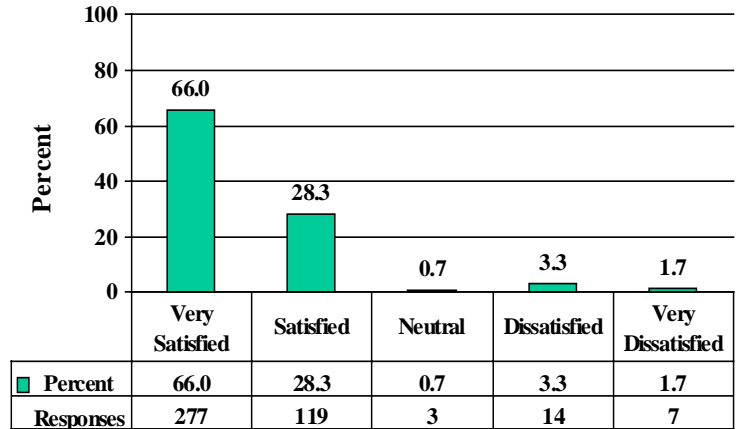
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 41: Overall Satisfaction with Case Manager, by Proxy Respondent
Total Respondents = 509



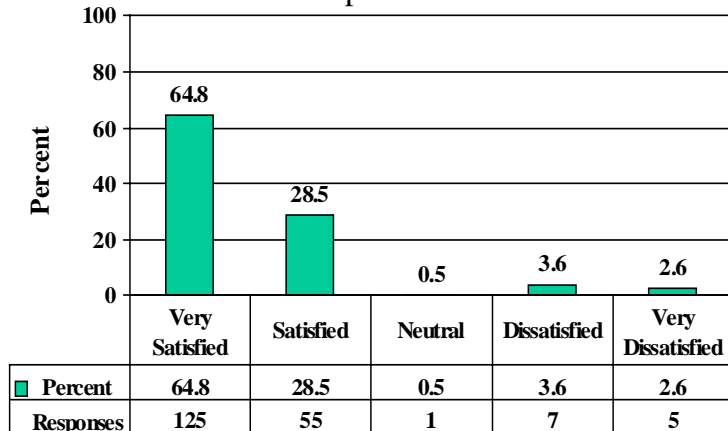
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 41: Overall Satisfaction with Case Manager for Consumers in HCBS
Total Respondents = 420



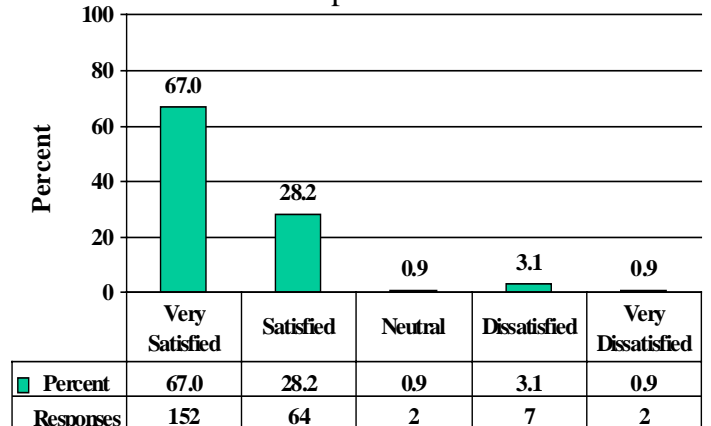
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results by current placement are statistically different with a p-value = 0.000

Question 41: Overall Satisfaction with Case Manager for HCBS Consumers, by Consumer Respondent
Total Respondents = 193



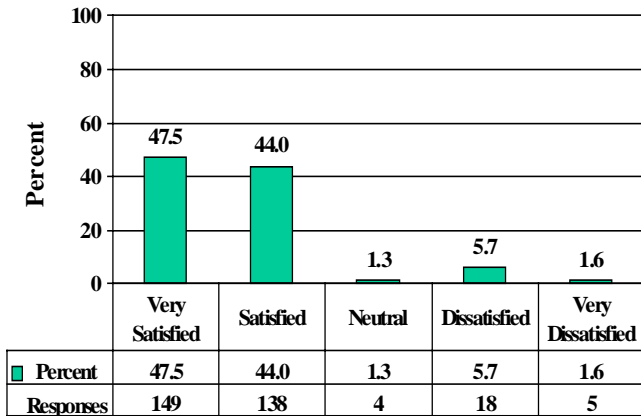
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 41: Overall Satisfaction with Case Manager for HCBS Consumers, by Proxy Respondent
Total Respondents = 227



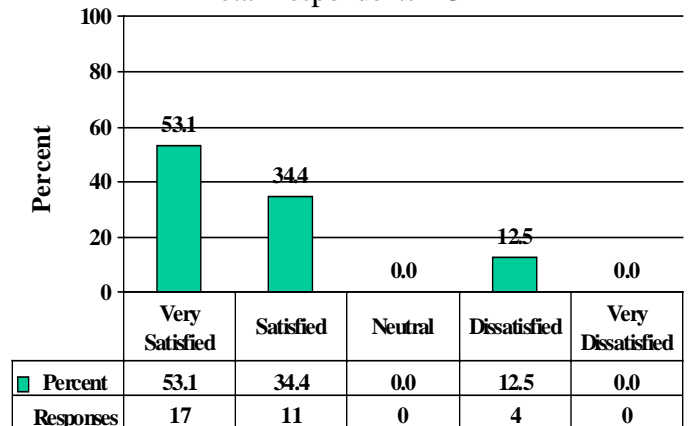
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 41: Overall Satisfaction with Case Manager for Consumers in Nursing Facilities
Total Respondents = 314



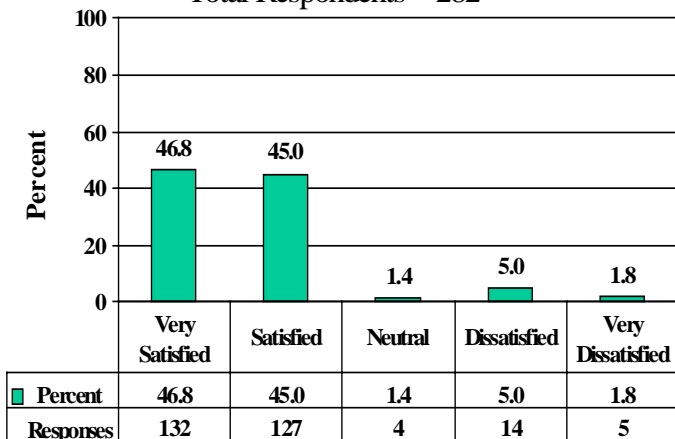
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results by current placement are statistically different with a p-value = 0.000

Question 41: Overall Satisfaction with Case Manager for NF Consumers, by Consumer Respondent
Total Respondents = 32



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

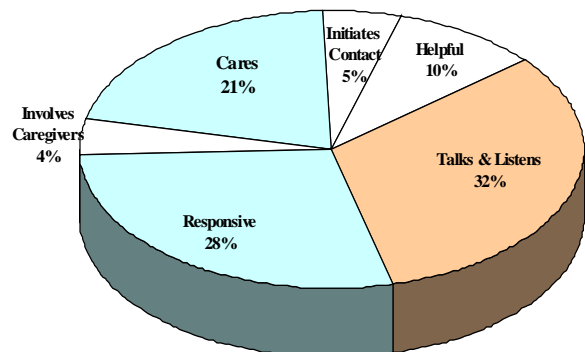
Question 41: Overall Satisfaction with Case Manager for NF Consumers, by Proxy Respondent
Total Respondents = 282



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

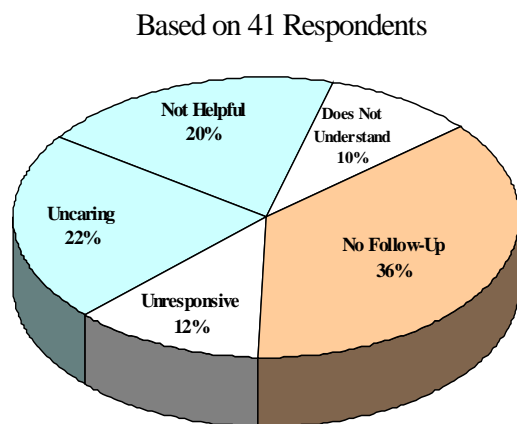
Question 42: What is Main Reason for Satisfaction with Case Managers (Qualitative Question)

Based on 1,003 Respondents



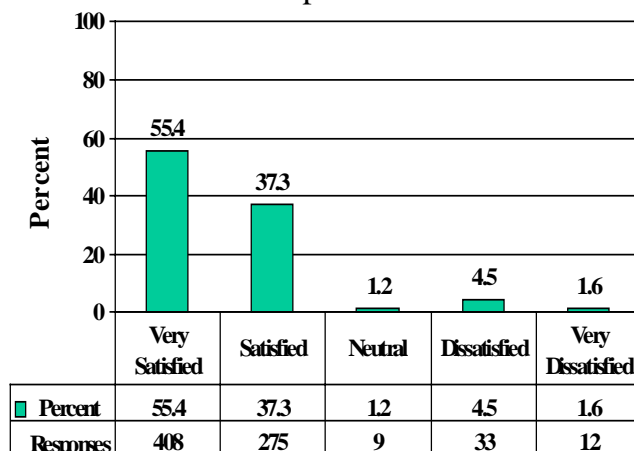
Notes: Not all questions were answered by all respondents.

Question 46: What is Main Reason for Dissatisfaction with Case Managers (Qualitative Question)



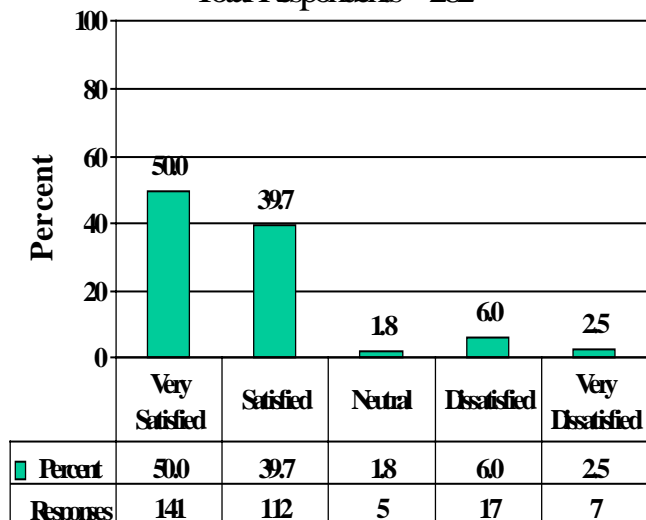
Notes: Not all questions were answered by all respondents.

Question 12: How Satisfied are you that your Case Manager Listens
Total Respondents = 737



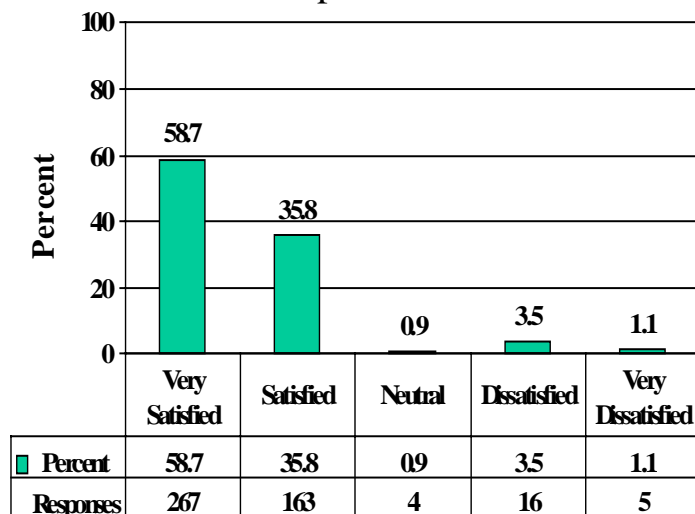
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 12: How Satisfied are you that your Case Manager Listens, 18 to 64 Years of Age
Total Respondents = 282



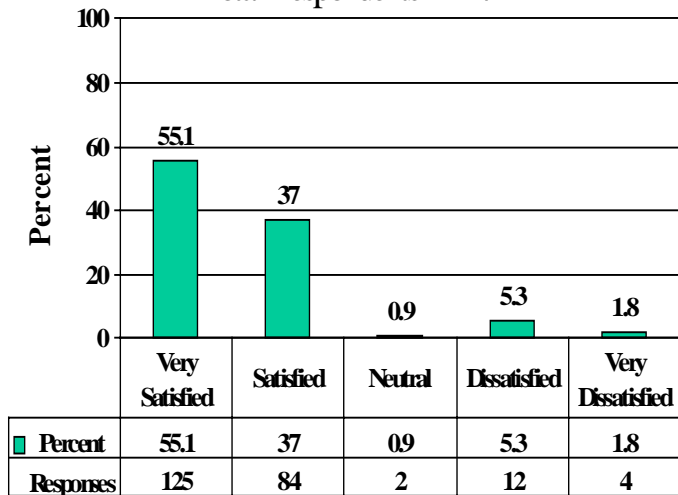
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 12: How Satisfied are you that your Case Manager Listens, 65 Years of Age or Older
Total Respondents = 455



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 12: How Satisfied are you that your
Case Manager Listens, by Consumer
Total Respondents = 227



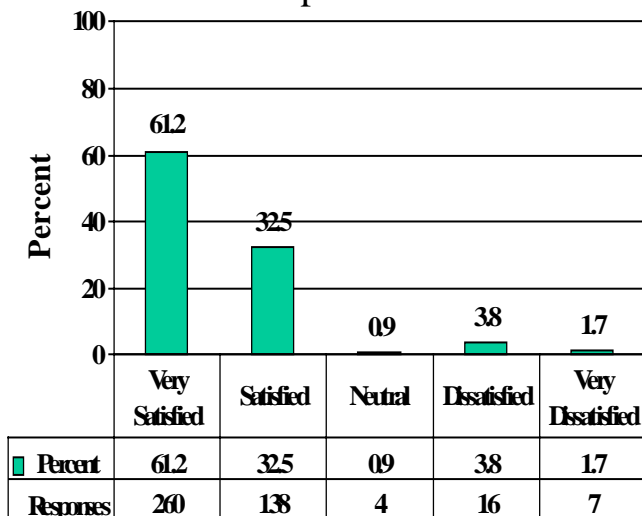
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 12: How Satisfied are you that your
Case Manager Listens, by Proxy
Total Respondents = 510



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 12: How Satisfied are you that your
Case Manager Listens, by HCBS Consumers
Total Respondents = 425



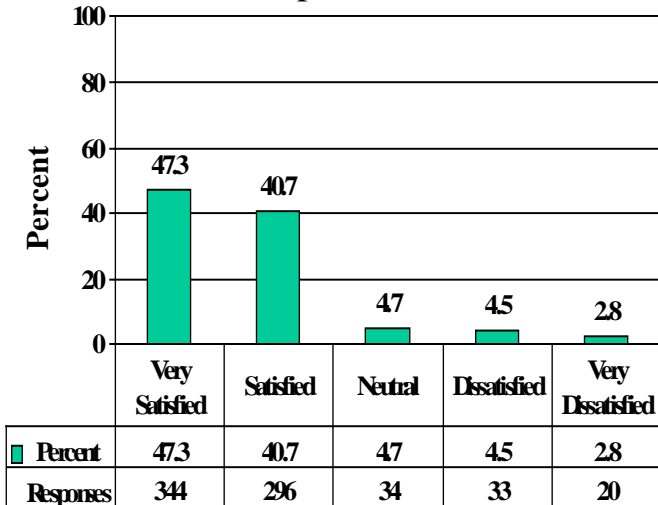
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.
Results by current placement are statistically different with a p-value = 0.007

Question 12: How Satisfied are you that your
Case Manager Listens, by NF Consumers
Total Respondents = 312



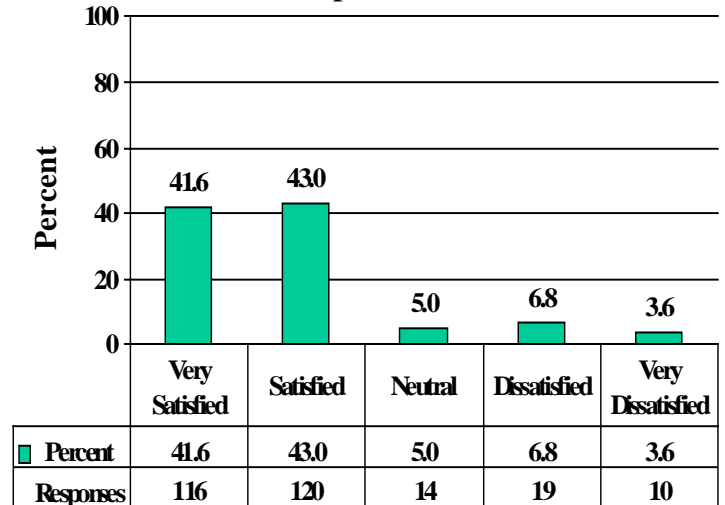
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.
Results by current placement are statistically different with a p-value = 0.007

Question 20: Case Manager Involves Consumer
in Decision Making
Total Respondents = 727



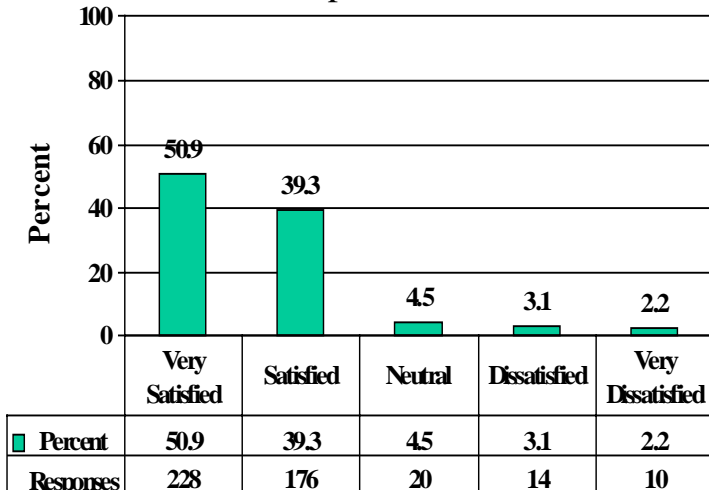
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 20: Case Manager Involves Consumer
in Decision Making, 18 to 64 Years of Age
Total Respondents = 279



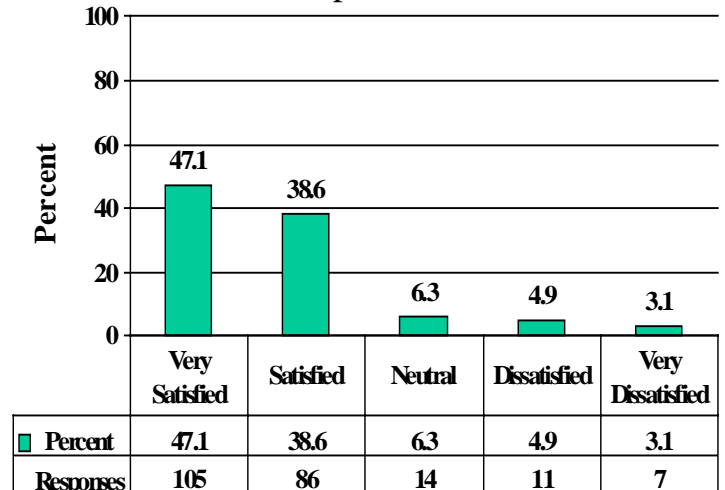
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results by age group are statistically different with a p-value = 0.038

Question 20: Case Manager Involves Consumer
in Decision Making, 65 Years of Age or Older
Total Respondents = 448



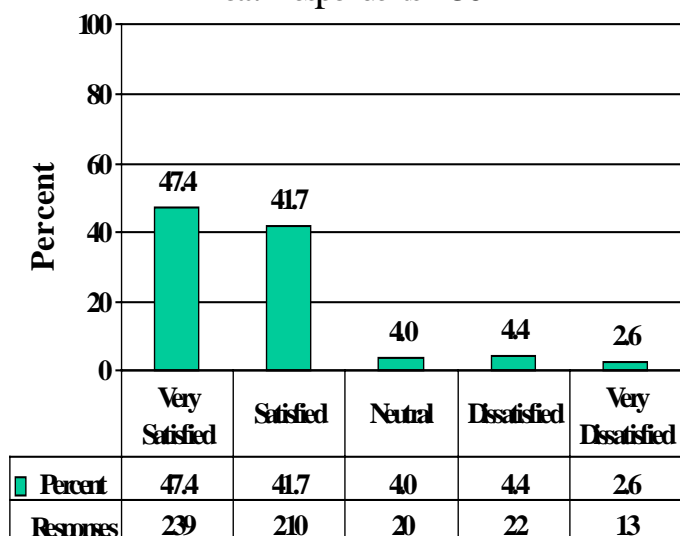
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results by age group are statistically different with a p-value = 0.038

Question 20: Case Manager Involves Consumer
in Decision Making, by Consumer Respondent
Total Respondents = 223



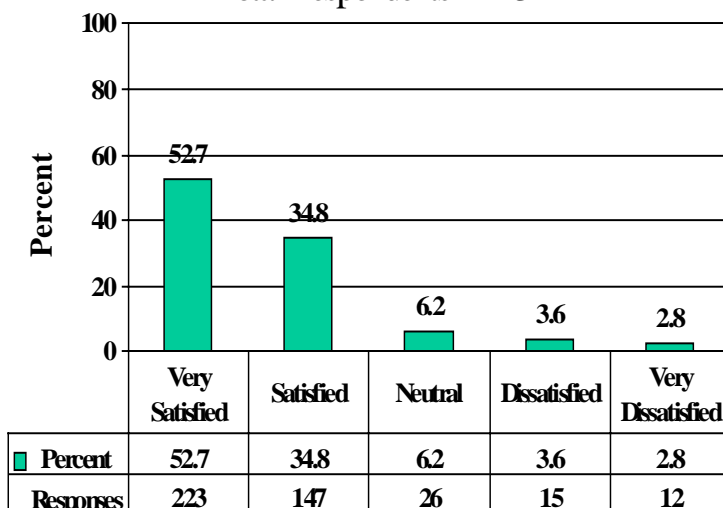
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 20: Case Manager Involves Consumer
in Decision Making, by Proxy Respondent
Total Respondents = 504



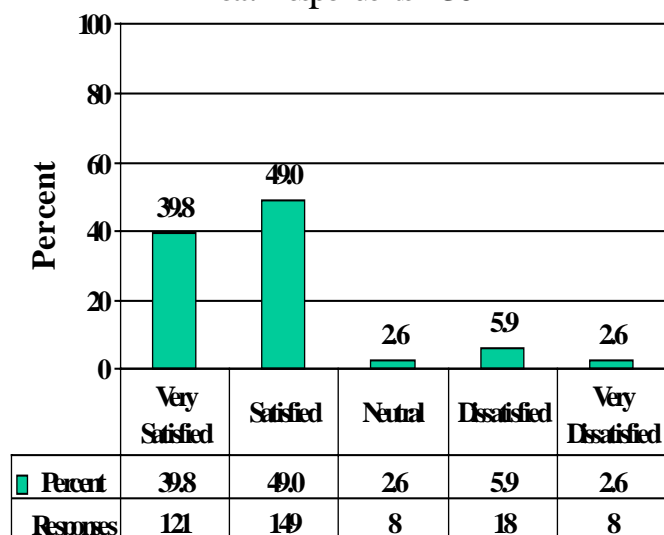
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 20: Case Manager Involves
HCBS Consumers in Decision Making
Total Respondents = 423



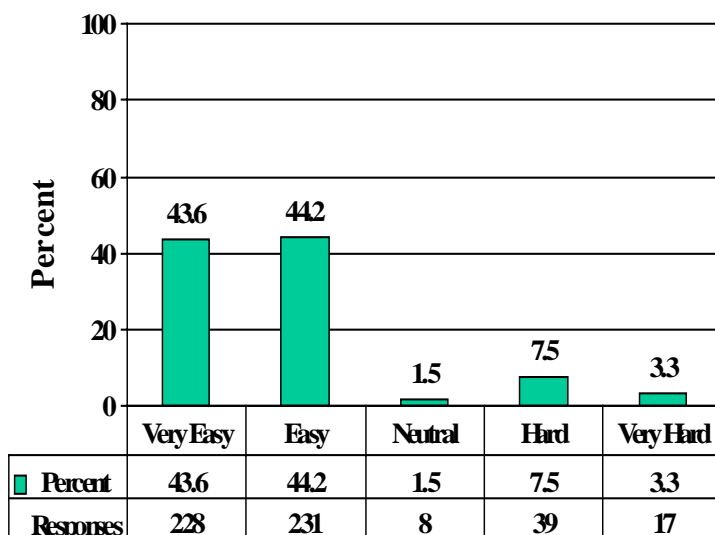
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results by current placement are statistically different with a p-value = 0.000

Question 20: Case Manager Involves
NF Consumers in Decision Making
Total Respondents = 304



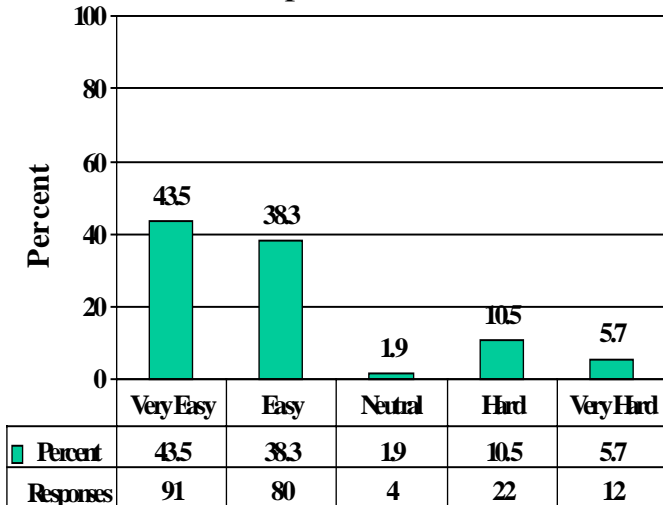
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results by current placement are statistically different with a p-value = 0.000

Question 25: Case Manager is Reachable
Total Respondents = 523



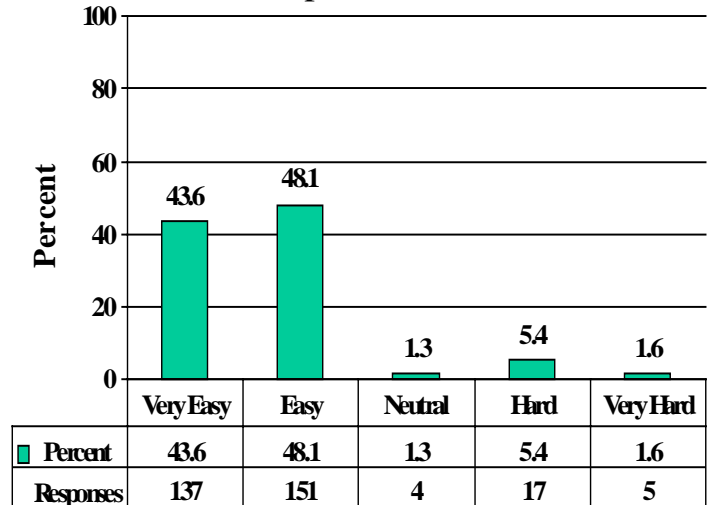
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 25: Case Manager is Reachable
18 to 64 Years of Age
Total Respondents = 209



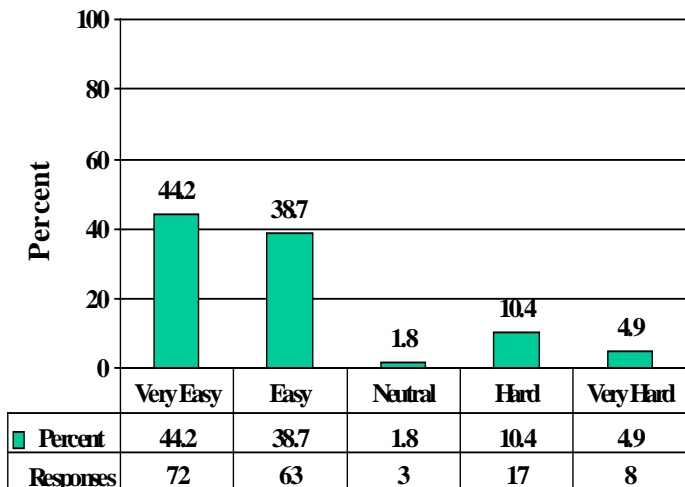
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.
Results by age group are statistically different with a p-value = 0.007

Question 25: Case Manager is Reachable
65 Years of Age or Older
Total Respondents = 314



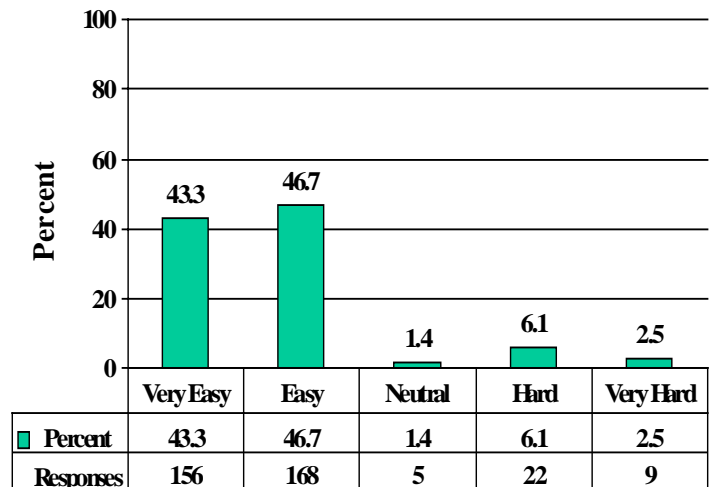
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.
Results by age group are statistically different with a p-value = 0.007

Question 25: Case Manager is Reachable,
by Consumer Respondent
Total Respondents = 163



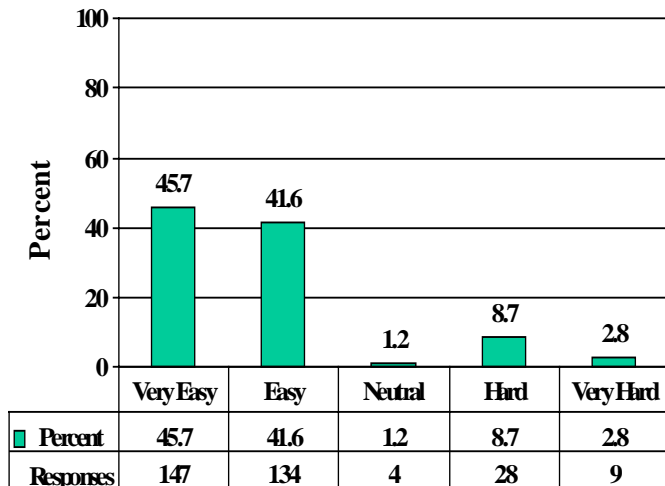
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 25: Case Manager is Reachable,
by Proxy Respondent
Total Respondents = 360



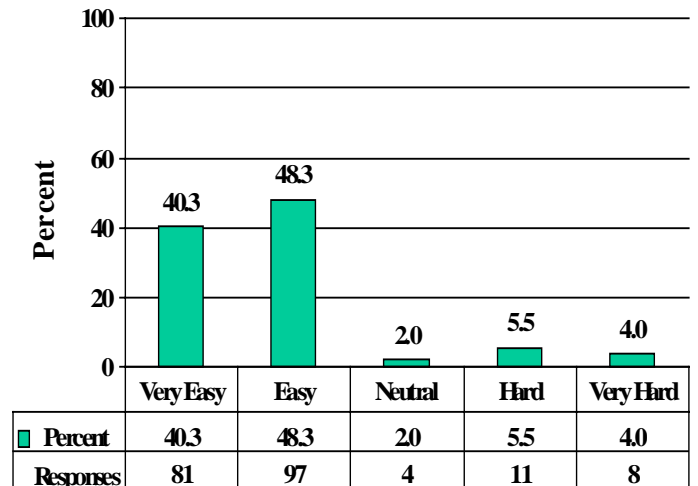
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 25: Case Manager is Reachable,
by Consumers in HCBS
Total Respondents = 322



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 25: Case Manager is Reachable,
by Consumers in Nursing Facilities
Total Respondents = 201



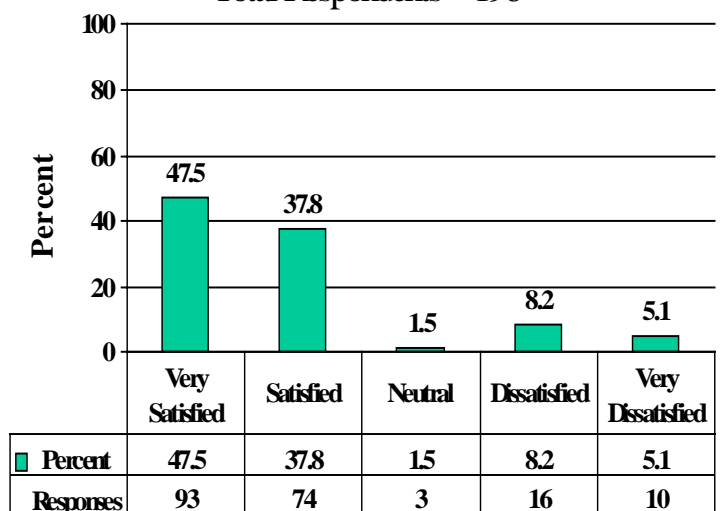
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 26: Case Manager Provides Help Needed
Total Respondents = 500



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 26: Case Manager Provides Help Needed
18 to 64 Years of Age
Total Respondents = 196



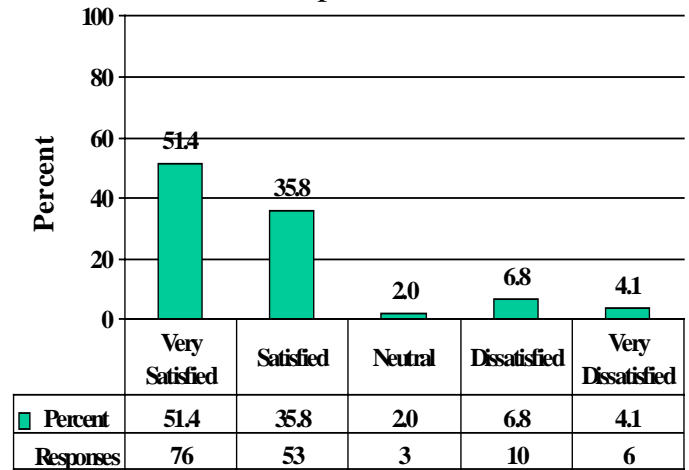
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 26: Case Manager Provides Help Needed
65 Years of Age or Older
Total Respondents = 304



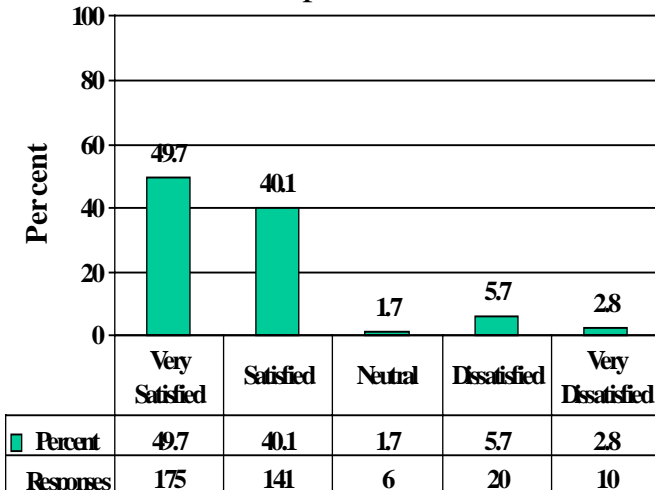
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 26: Case Manager Provides Help Needed
by Consumer Respondent
Total Respondents = 148



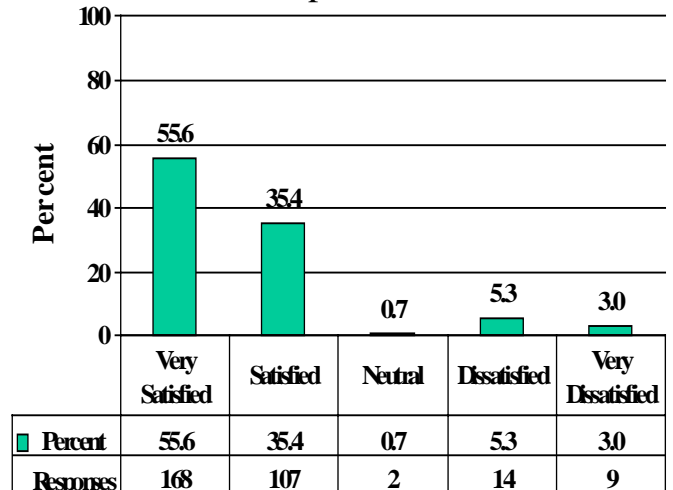
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 26: Case Manager Provides Help Needed
by Proxy Respondent
Total Respondents = 352



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

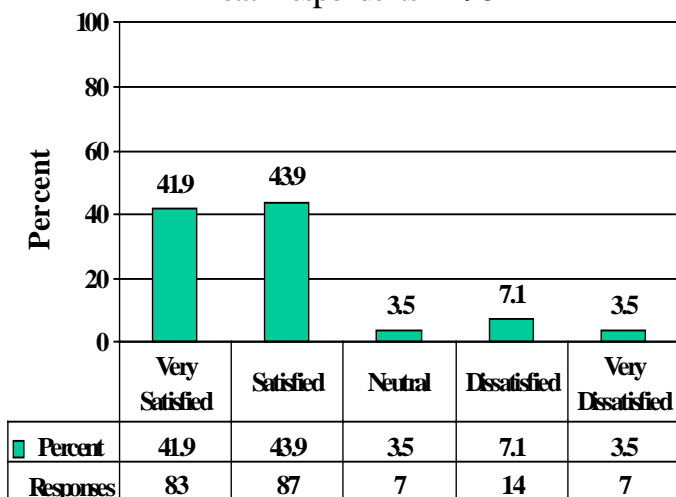
Question 26: Case Manager Provides Help Needed
for Consumers in HCBS
Total Respondents = 302



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.
Results by current placement are statistically different with a p-value = 0.012

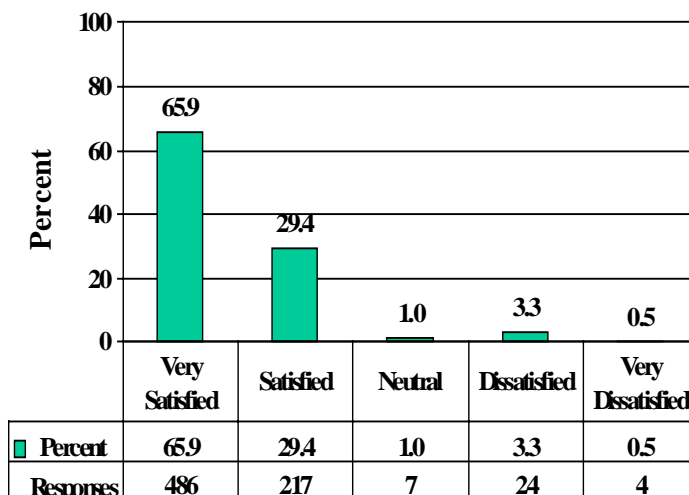
Question 26: Case Manager Provides Help Needed
for Consumers in Nursing Facilities

Total Respondents = 198



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.
Results by current placement are statistically different with a p-value = 0.012

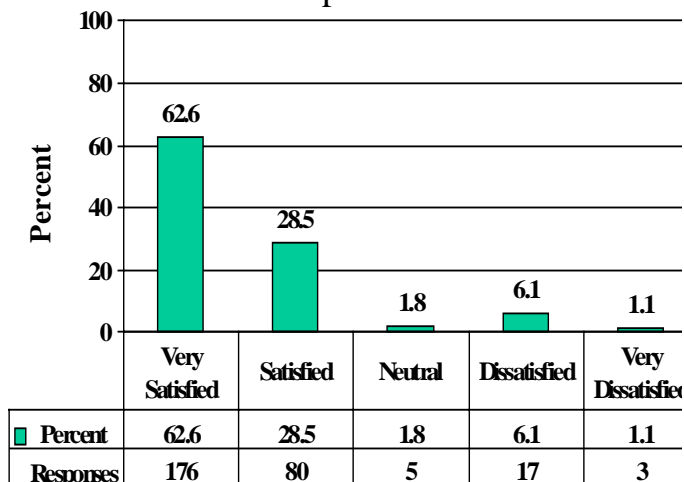
Question 27: Case Manager Shows Respect
Total Respondents = 738



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 27: Case Manager Shows Respect
18 to 64 Years of Age

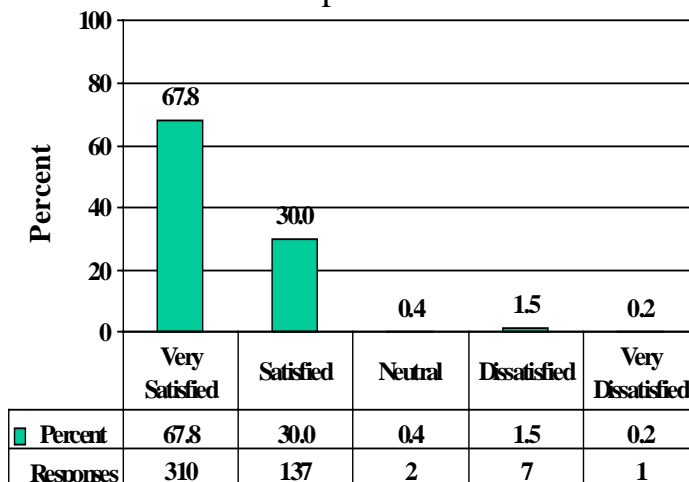
Total Respondents = 281



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.
Results by age group are statistically different with a p-value = 0.002

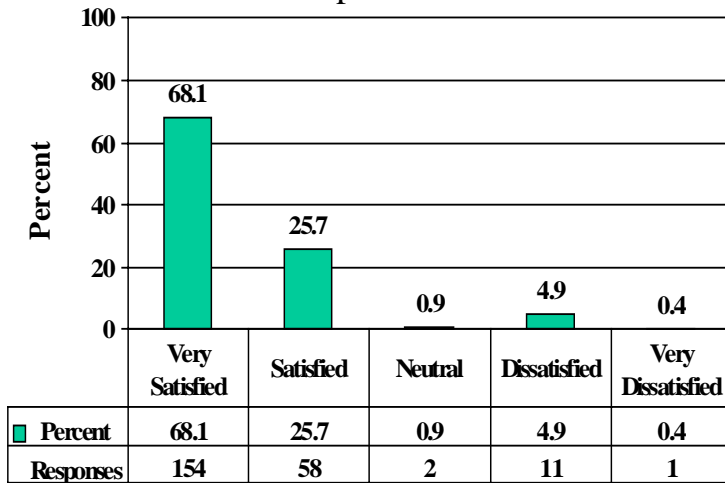
Question 27: Case Manager Shows Respect
65 Years of Age or Older

Total Respondents = 457



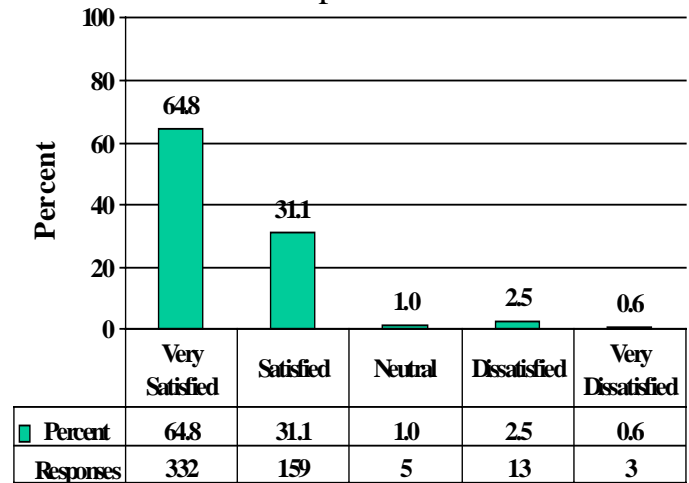
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.
Results by age group are statistically different with a p-value = 0.002

Question 27: Case Manager Shows Respect
by Consumer Respondent
Total Respondents = 226



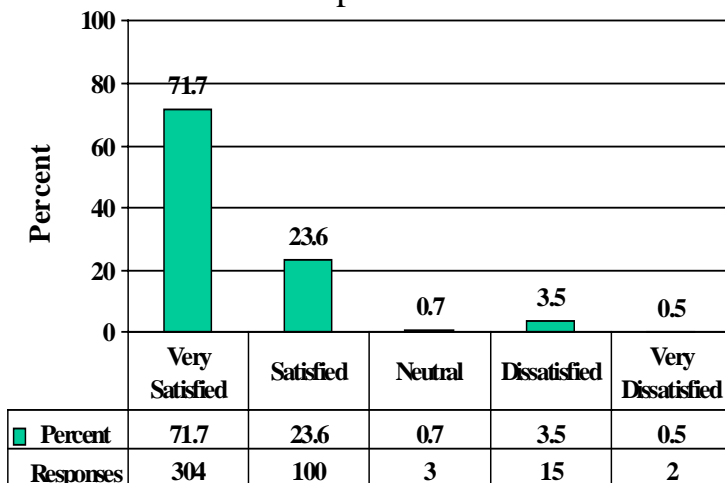
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 27: Case Manager Shows Respect
by Proxy Respondent
Total Respondents = 512



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 27: Case Manager Shows Respect
for Consumers in HCBS
Total Respondents = 424



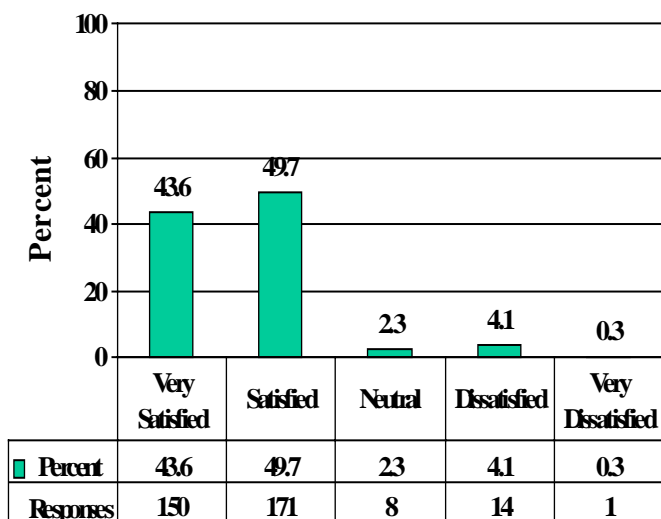
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.
Results by current placement are statistically different with a p-value = 0.001

Question 27: Case Manager Shows Respect
for Consumers in Nursing Facilities
Total Respondents = 314



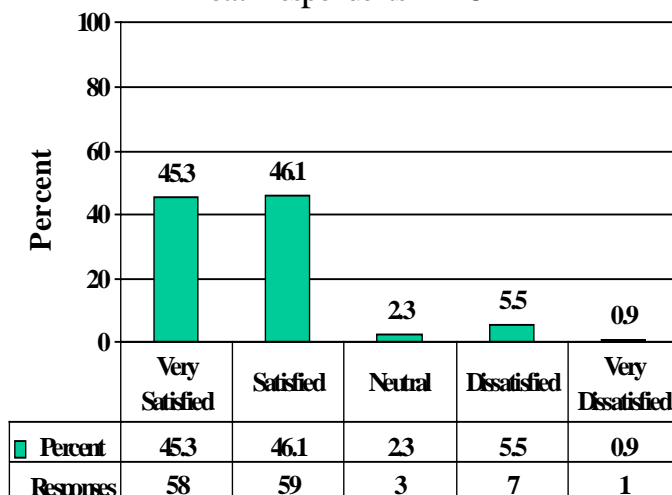
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.
Results by current placement are statistically different with a p-value = 0.001

Question 40: Case Manager Considers Cultural Needs
Total Respondents = 344



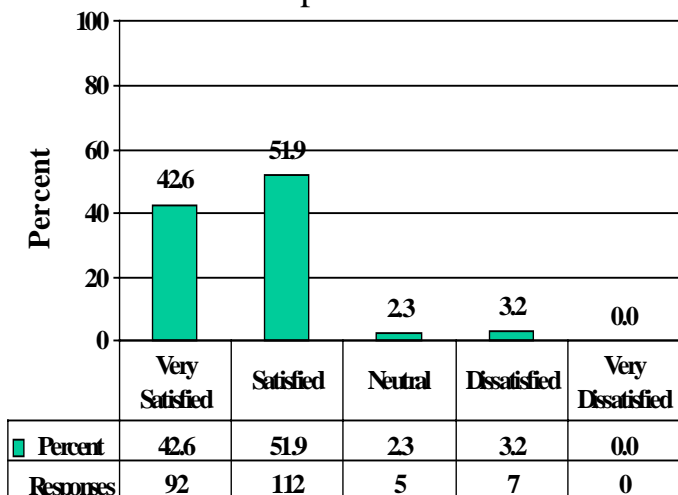
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 40: Case Manager Considers Cultural Needs
18 to 64 Years of Age
Total Respondents = 128



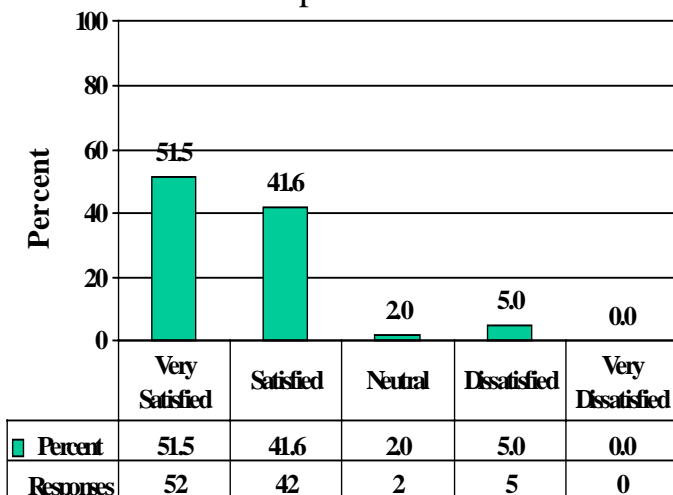
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 40: Case Manager Considers Cultural Needs
65 Years of Age or Older
Total Respondents = 216



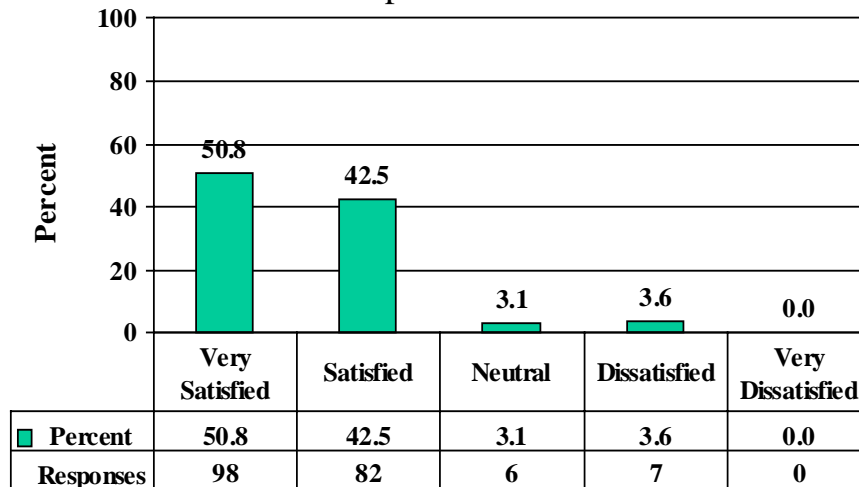
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 40: Case Manager Considers Cultural Needs
by Consumer Respondent
Total Respondents = 101



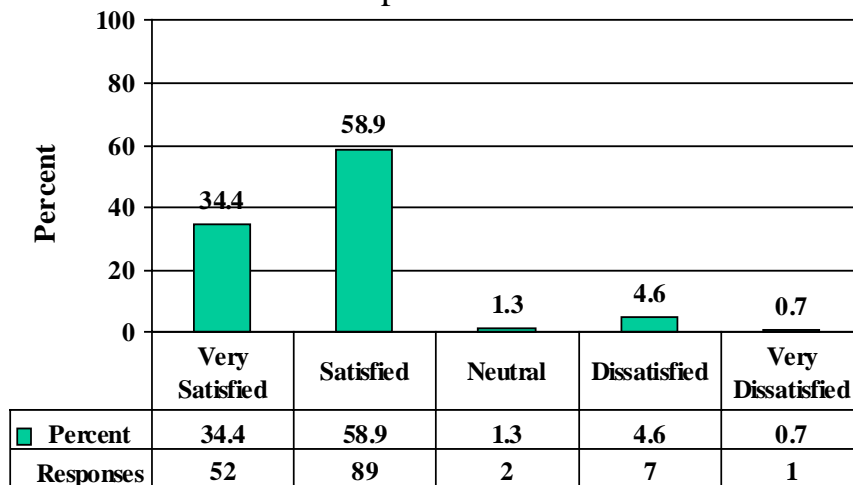
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 40: Case Manager Considers Cultural Needs
for Consumers in HCBS
Total Respondents = 193



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.
Results by current placement are statistically different with a p-value = 0.014

Question 40: Case Manager Considers Cultural Needs
for Consumers in Nursing Facilities
Total Respondents = 151

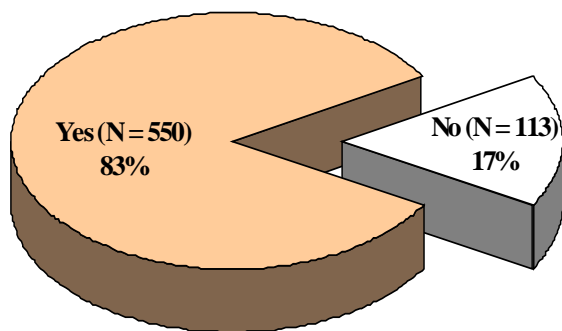


Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.
Results by current placement are statistically different with a p-value = 0.014

DOCTORS

Question 77: Percentage of Consumers Who Know that AHCCCS Pays for Their Doctor Visits

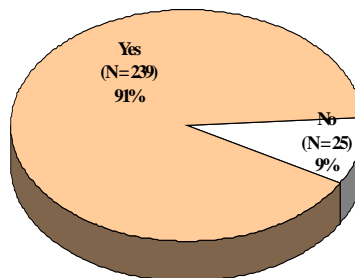
Based on 663 Respondents



Notes: Not all questions were answered by all respondents.

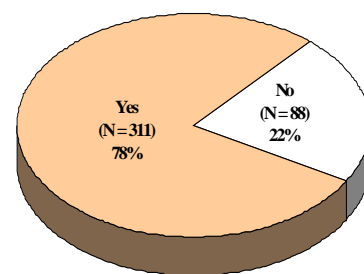
Question 77: Percentage of Consumers Who Know that AHCCCS Pays for Their Doctor Visits, by Age Group

Total Respondents = 264



18 – 64 Years of Age

Total Respondents = 399

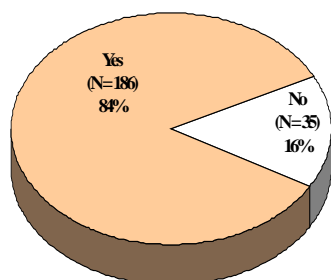


65 Years of Age or Older

Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results by age group are statistically different with a p-value = 0.000

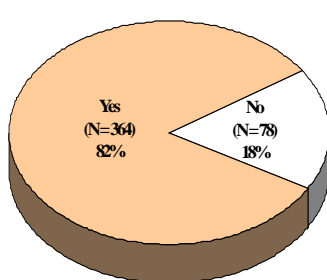
Question 77: Percentage of Consumers Who Know that AHCCCS Pays for Their Doctor Visits, by Consumer or Proxy Respondent

Total Respondents = 221



Consumer Respondent

Total Respondents = 442

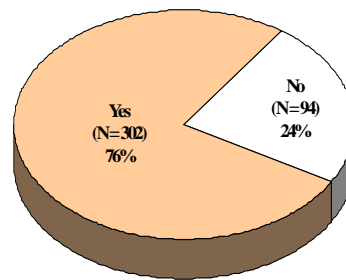


Proxy Respondent

Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

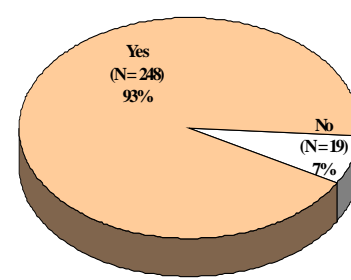
Question 77: Percentage of Consumers Who Know that AHCCCS Pays for Their Doctor Visits, by Current Placement

Total Respondents = 396



HCBS

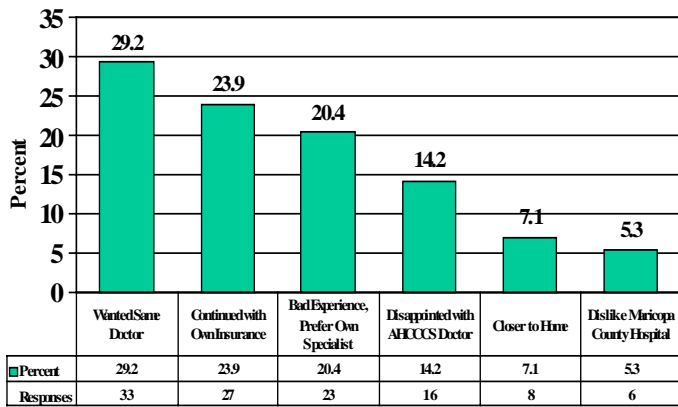
Total Respondents = 267



NF

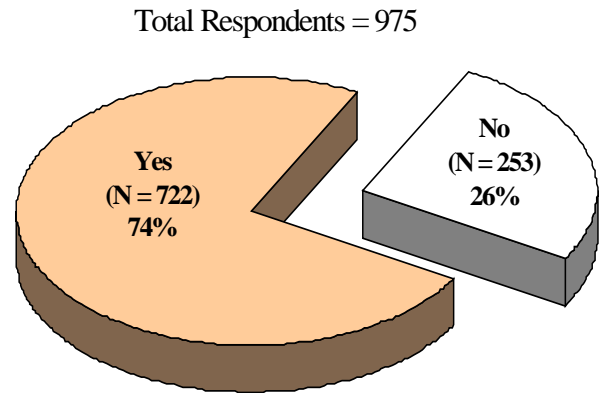
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results by current placement are statistically different with a p-value = 0.000

Question 79: Reason Member Did Not
Choose an MLTCS Doctor (Qualitative Question)
Total Respondents = 113



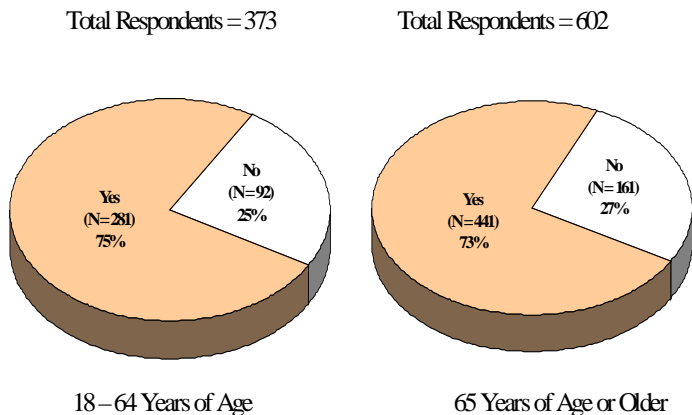
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 50: Consumers Know Their
AHCCCS Doctor



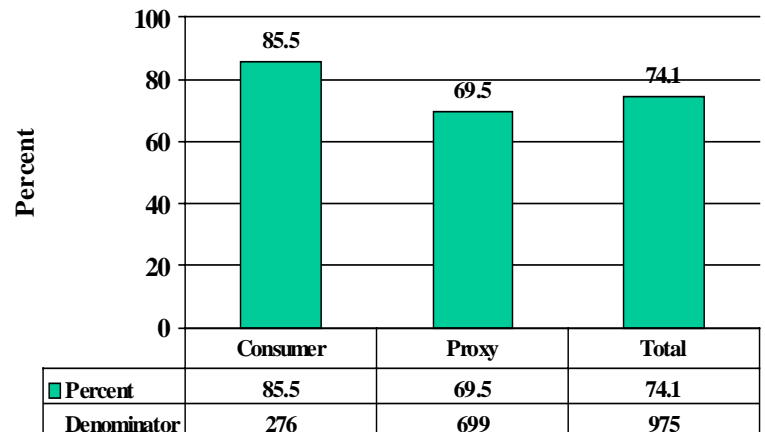
Note: Not all questions were answered by all respondents.

Question 50: Consumers Know
Their AHCCCS Doctor, by Age Group



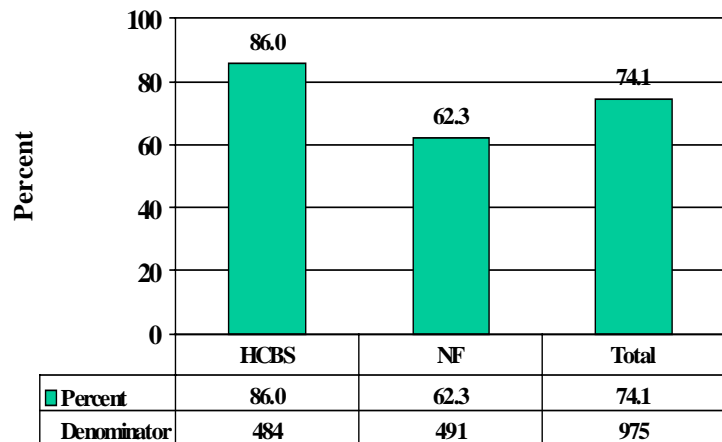
Note: Not all questions were answered by all respondents.

Question 50: Consumers Know Their AHCCCS Doctor,
by Consumer or Proxy Respondent
Total Respondents = 975



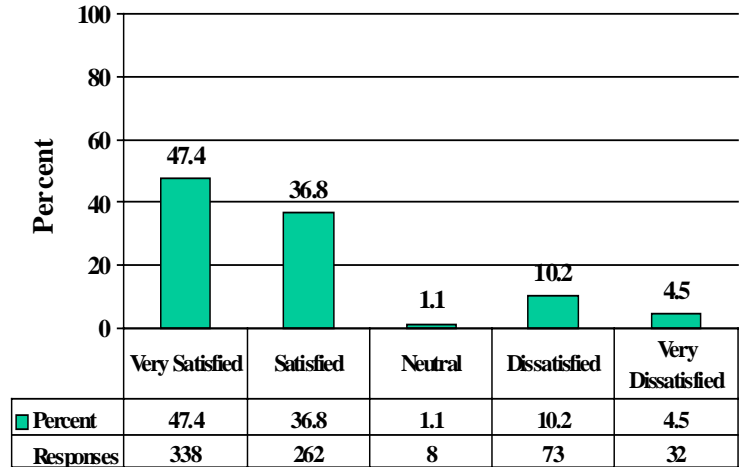
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results by consumer are statistically different than proxy results with a p-value = 0.000

Question 50: Consumers Know Their AHCCCS Doctor,
by Current Placement
Total Respondents = 975



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results by current placement are statistically different with a p-value = 0.000

Question 73: Overall Satisfaction with AHCCCS Doctor
Total Respondents = 713



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 73: Satisfaction with AHCCCS Doctor
18 to 64 Years of Age
Total Respondents = 277



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 73: Satisfaction with AHCCCS Doctor
65 Years of Age or Older
Total Respondents = 436



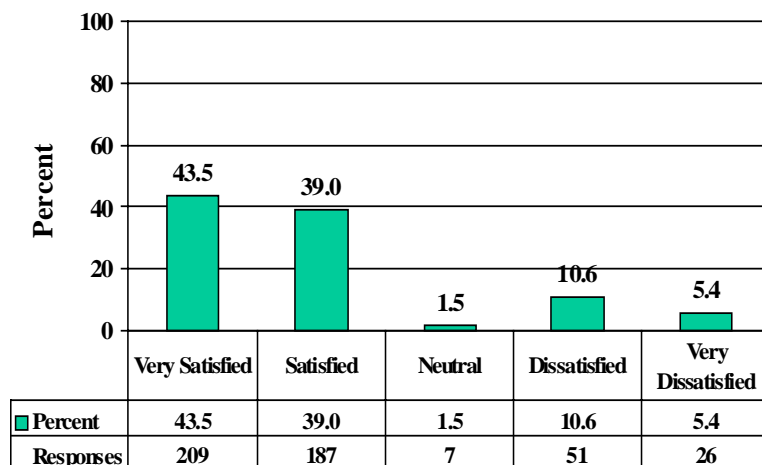
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 73: Overall Satisfaction with AHCCCS I
by Consumer Respondent
Total Respondents = 233



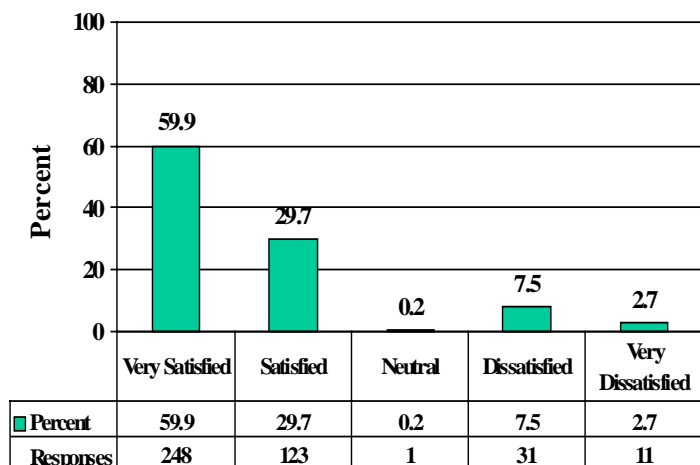
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.
Results by client are statistically different than proxy results with a p-value = 0.025

Question 73: Overall Satisfaction with AHCCCS Doctor,
by Proxy Respondent
Total Respondents = 480



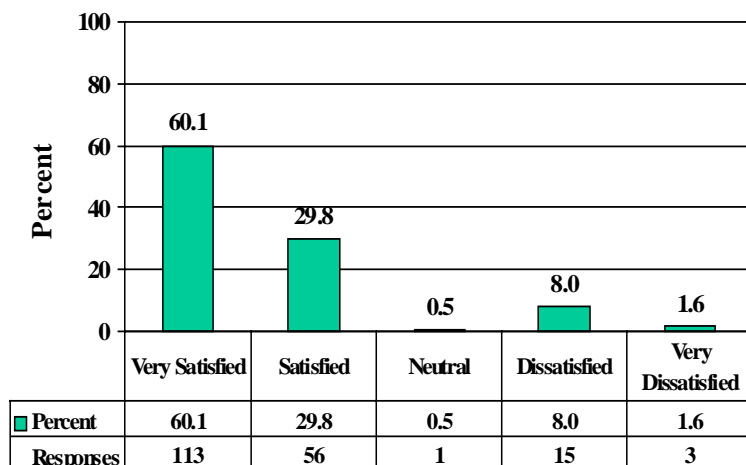
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.
Results by client are statistically different than proxy results with a p-value = 0.025

Question 73: Overall Satisfaction with AHCCCS Doctor,
for Consumers in HCBS
Total Respondents = 414



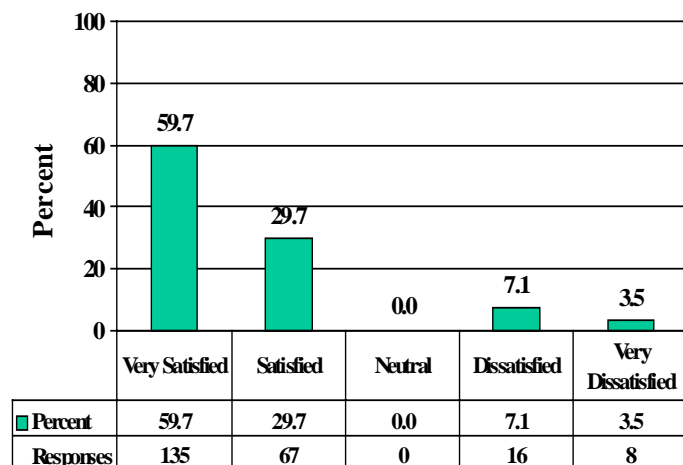
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.
Results by current placement are statistically different with a p-value = 0.000

Question 73: Overall Satisfaction with AHCCCS Doctor,
for Consumers in HCBS, by Consumer Respondent
Total Respondents = 188



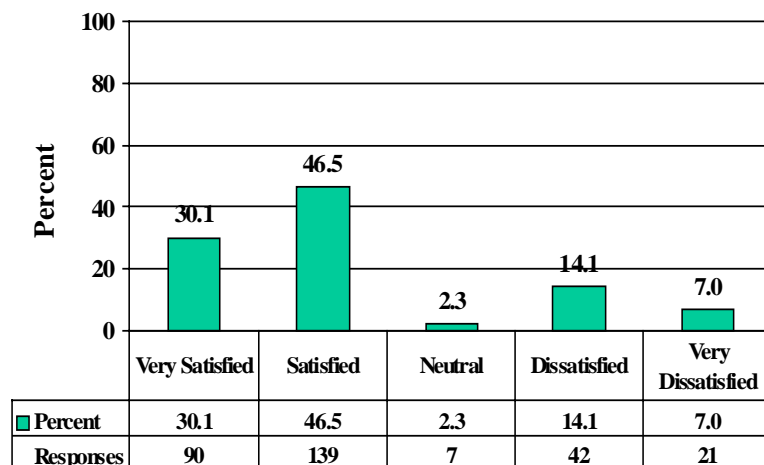
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 73: Overall Satisfaction with AHCCCS Doctor,
for Consumers in HCBS, by Proxy Respondent
Total Respondents = 226



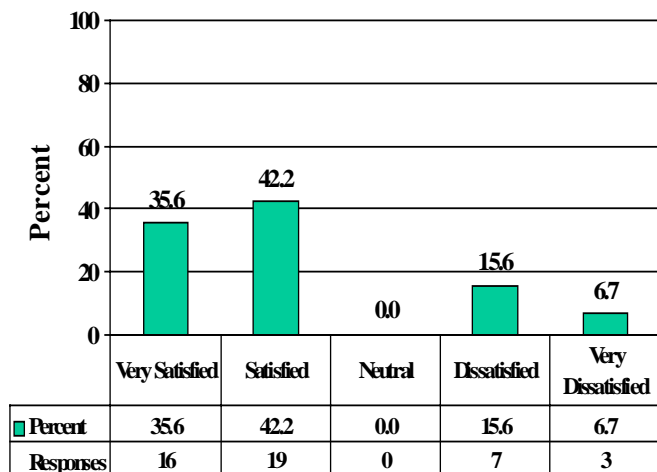
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 73: Overall Satisfaction with AHCCCS Doctor,
for Consumers in Nursing Facilities
Total Respondents = 299



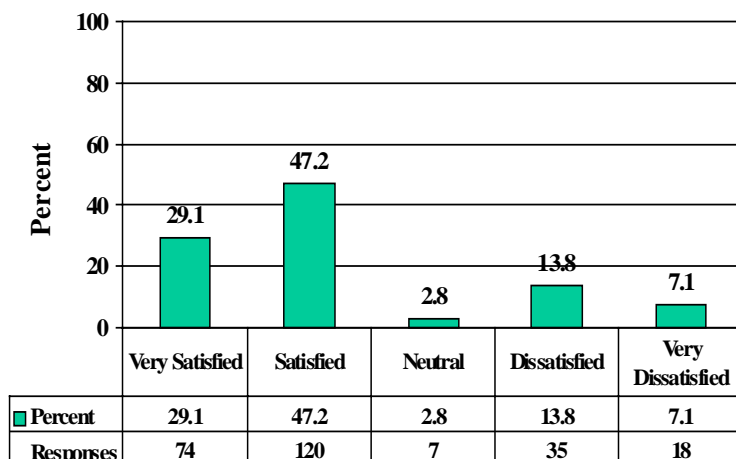
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results by current placement are statistically different with a p-value = 0.000

Question 73: Overall Satisfaction with AHCCCS Doctor,
for Consumers in Nursing Facilities, by Consumer Respondent
Total Respondents = 45



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

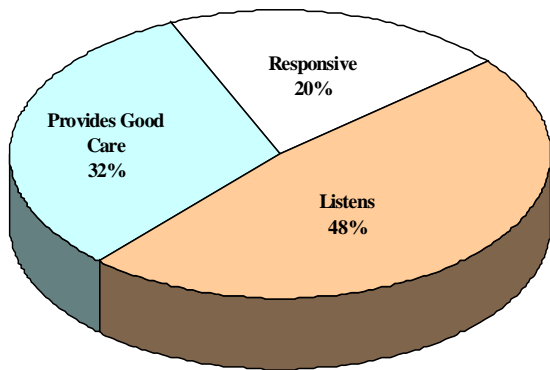
Question 73: Overall Satisfaction with AHCCCS Doctor,
for Consumers in Nursing Facilities, by Proxy Respondent
Total Respondents = 254



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 74: Main Reason for Satisfaction with AHCCCS Doctors (Qualitative Question)

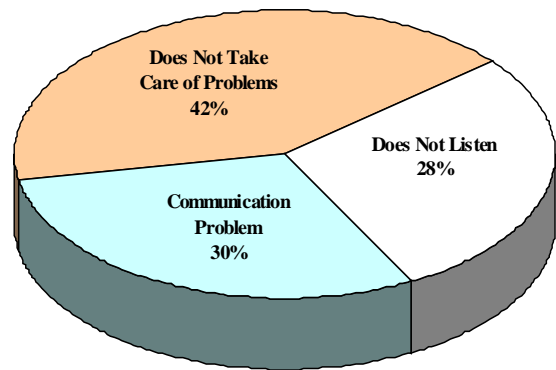
Based on 283 Respondents



Notes: Not all questions were answered by all respondents.

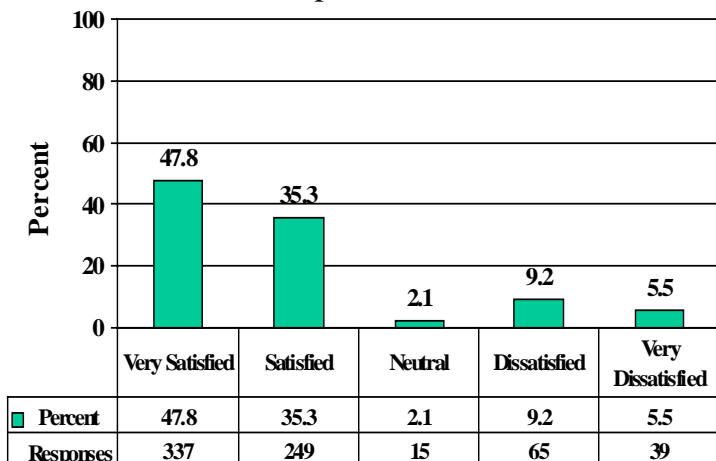
Question 75: Main Reason for Dissatisfaction with AHCCCS Doctors (Qualitative Question)

Based on 60 Respondents



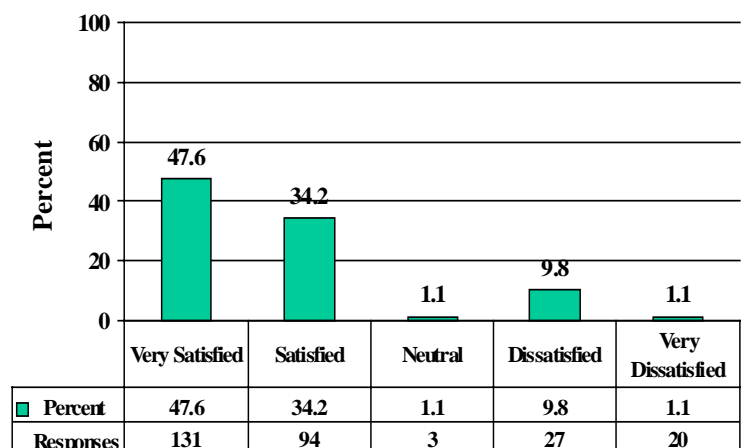
Notes: Not all questions were answered by all respondents.

Question 55: How Satisfied are you that your AHCCCS Doctor Listens
Total Respondents = 705



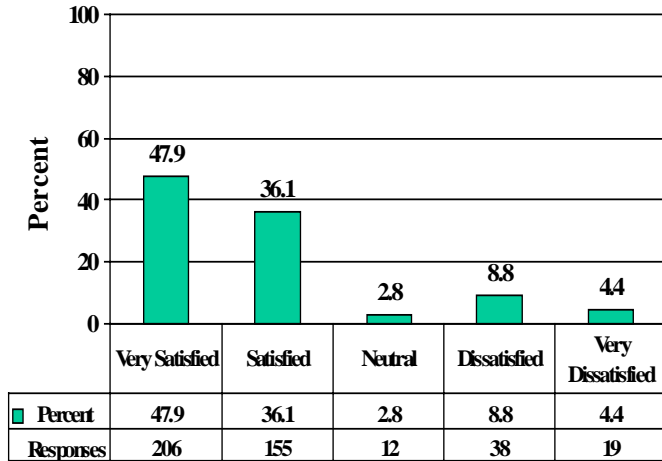
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 55: How Satisfied are you that your AHCCCS Doctor Listens, 18 to 64 Years of Age
Total Respondents = 275



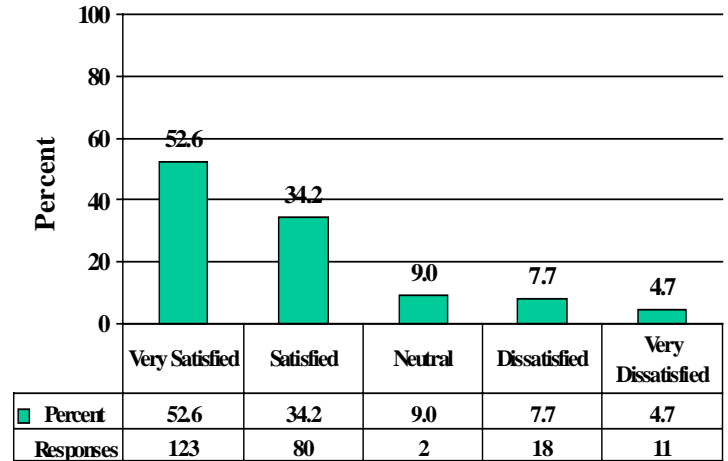
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 55: How Satisfied are you that your
AHCCCS Doctor Listens, 65 Years of Age or Older
Total Respondents = 430



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 55: How Satisfied are you that your
AHCCCS Doctor Listens, by Consumer Respondent
Total Respondents = 234



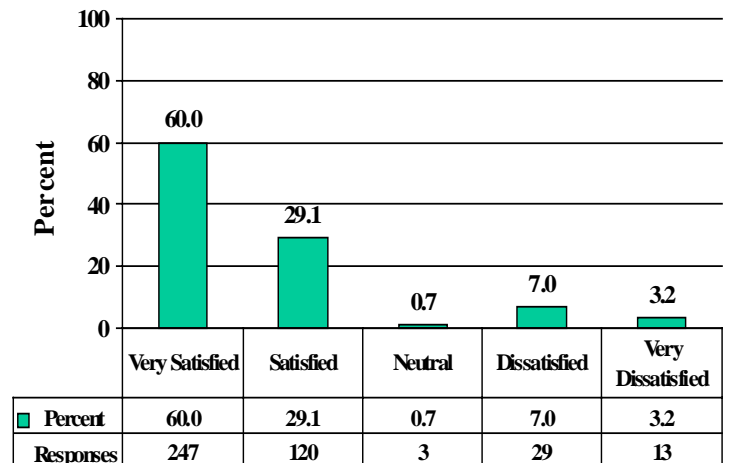
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 55: How Satisfied are you that your
AHCCCS Doctor Listens, by Proxy Respondent
Total Respondents = 471



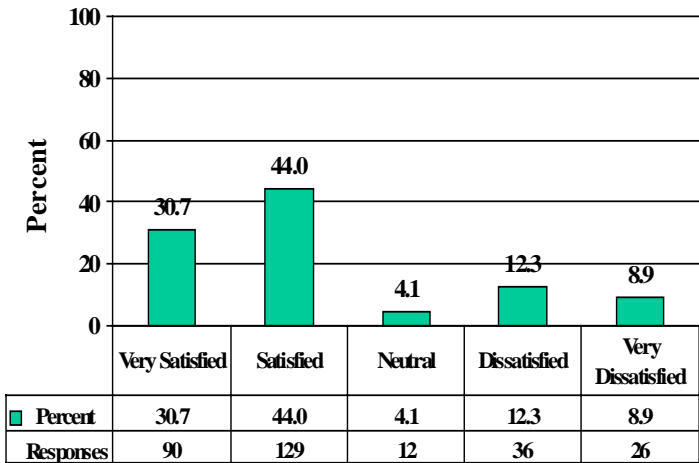
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 55: How Satisfied are you that your
AHCCCS Doctor Listens, for HCBS Consumers
Total Respondents = 412



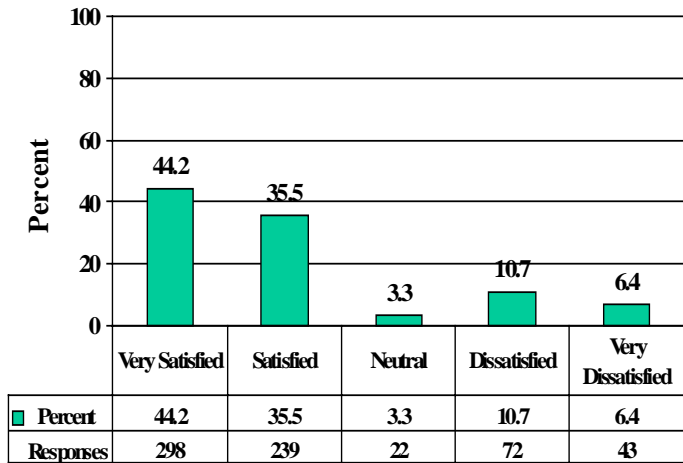
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.
Results by current placement are statistically different with a p-value = 0.000

Question 55: How Satisfied are you that your AHCCCS Doctor Listens , for NF Consumers
Total Respondents = 293



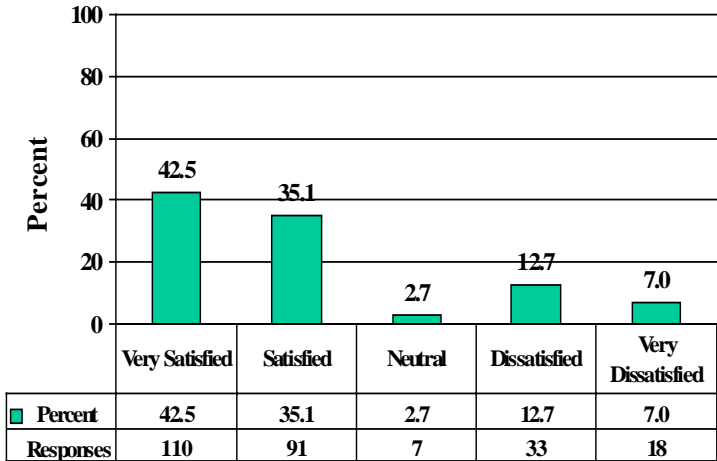
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results by current placement are statistically different with a p-value = 0.000

Question 60: AHCCCS Doctor Involves Consumer in Decision Making
Total Respondents = 674



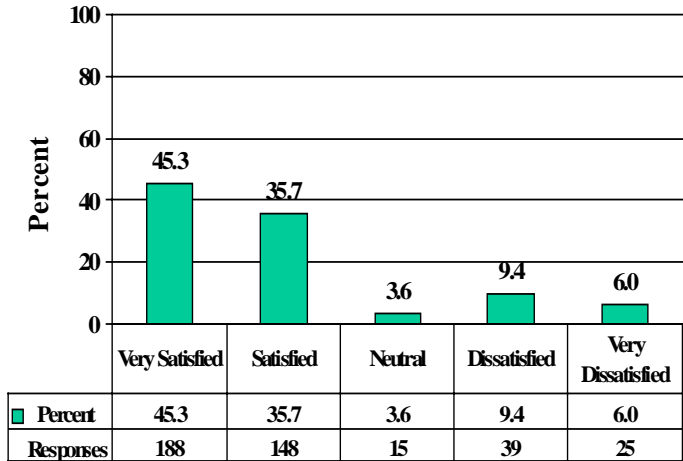
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 60: AHCCCS Doctor Involves Consumer in Decision Making, 18 to 64 Years of Age
Total Respondents = 259



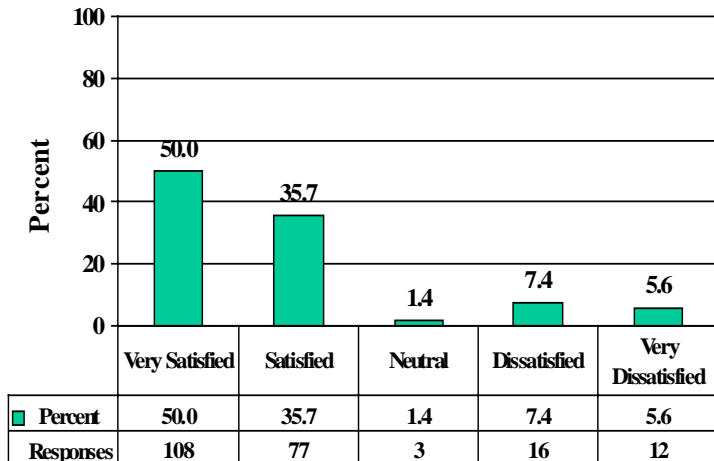
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 60: AHCCCS Doctor Involves Consumer in Decision Making, 65 Years of Age or Older
Total Respondents = 415



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 60: AHCCCS Doctor Involves Consumer
in Decision Making, by Consumer Respondent
Total Respondents = 216



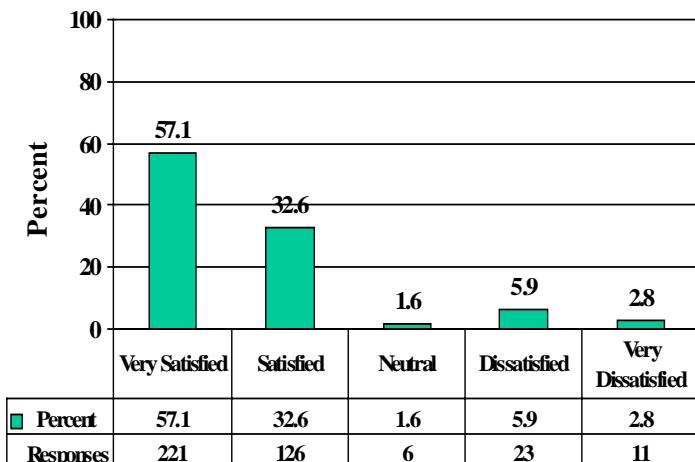
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 60: AHCCCS Doctor Involves Consumer
in Decision Making, by Proxy Respondent
Total Respondents = 458



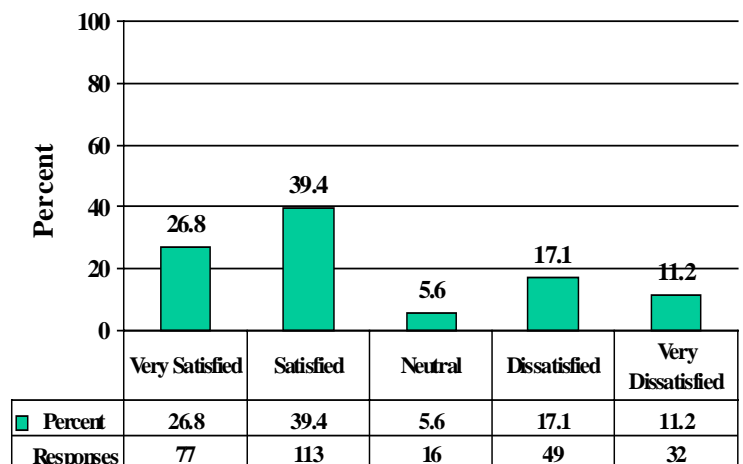
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 60: AHCCCS Doctor Involves Consumer
in Decision Making, for HCBS Consumers
Total Respondents = 387



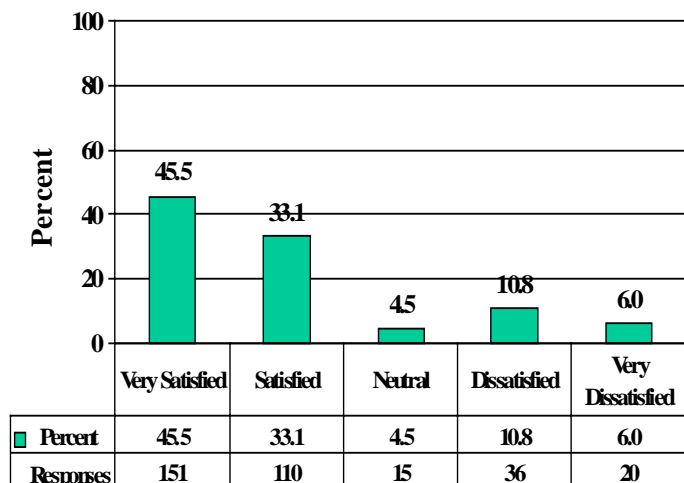
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.
Results by current placement are statistically different with a p-value = 0.000

Question 60: AHCCCS Doctor Involves Consumer
in Decision Making, for NF Consumers
Total Respondents = 287



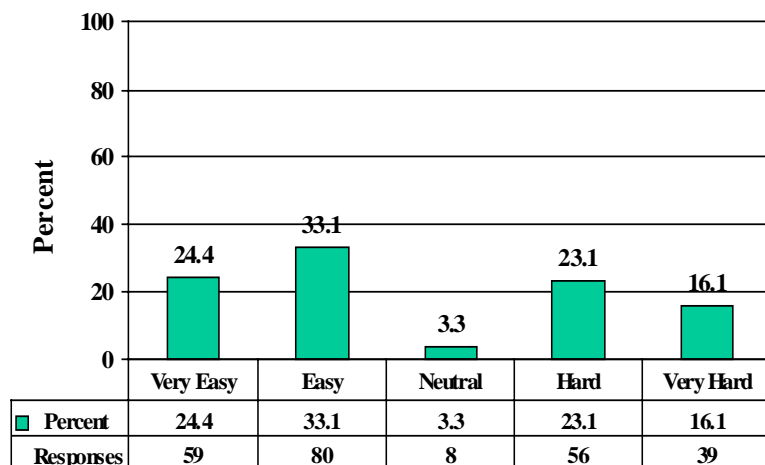
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.
Results by current placement are statistically different with a p-value = 0.000

Question 67: AHCCCS Doctor is Reachable
Total Respondents = 606



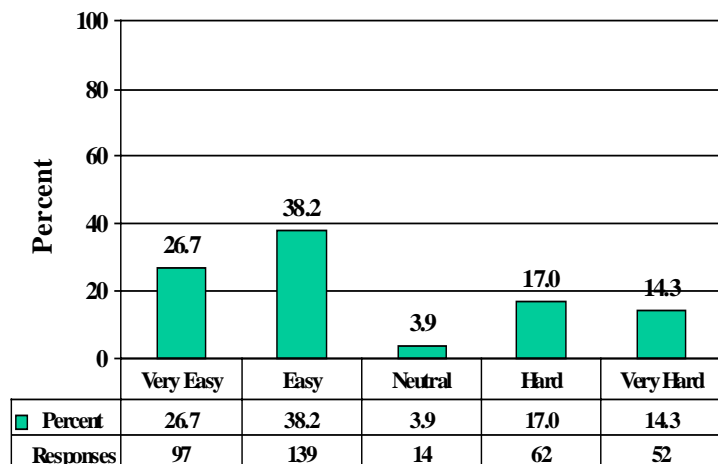
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 67: AHCCCS Doctor is Reachable,
18 to 64 Years of Age
Total Respondents = 242



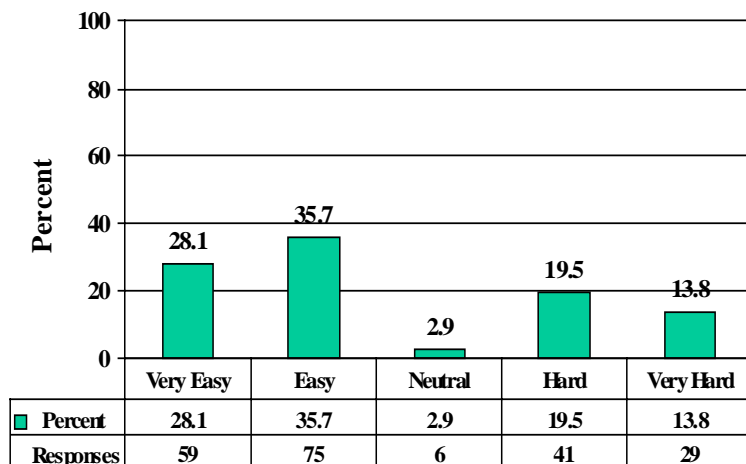
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 67: AHCCCS Doctor is Reachable,
65 Years of Age or Older
Total Respondents = 364



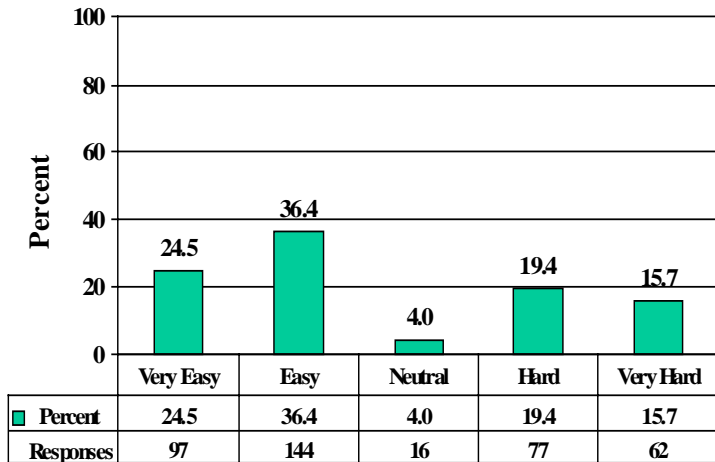
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 67: AHCCCS Doctor is Reachable,
by Consumer Respondent
Total Respondents = 210



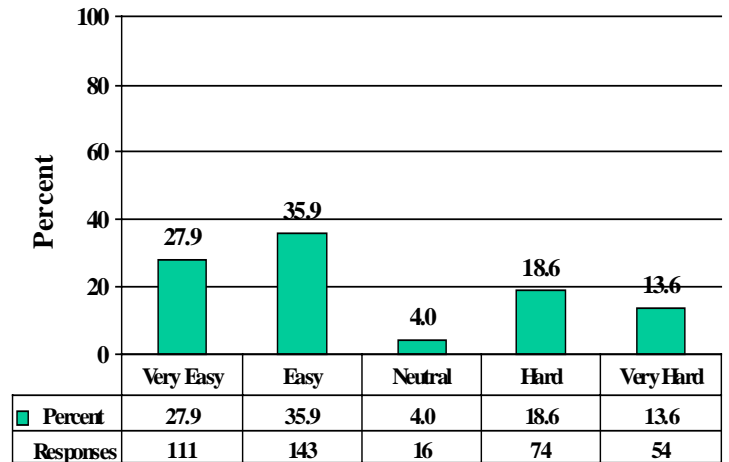
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 67: AHCCCS Doctor is Reachable,
by Proxy Respondent
Total Respondents = 396



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 67: AHCCCS Doctor is Reachable,
by HCBS Consumers
Total Respondents = 398



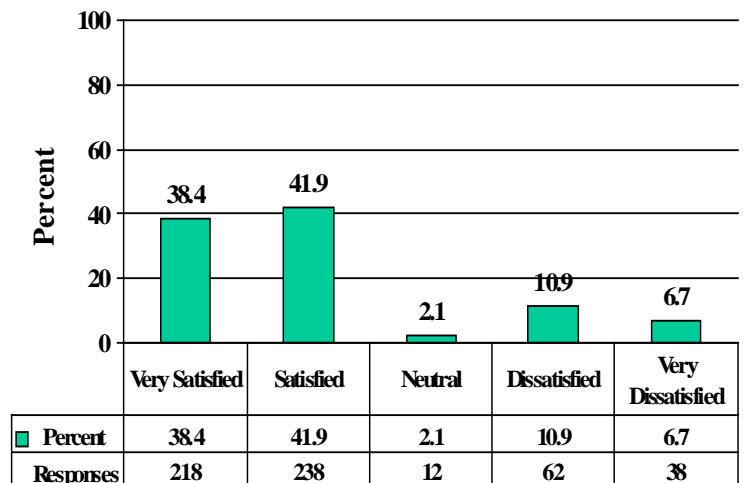
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 67: AHCCCS Doctor is Reachable,
by NF Consumers
Total Respondents = 208



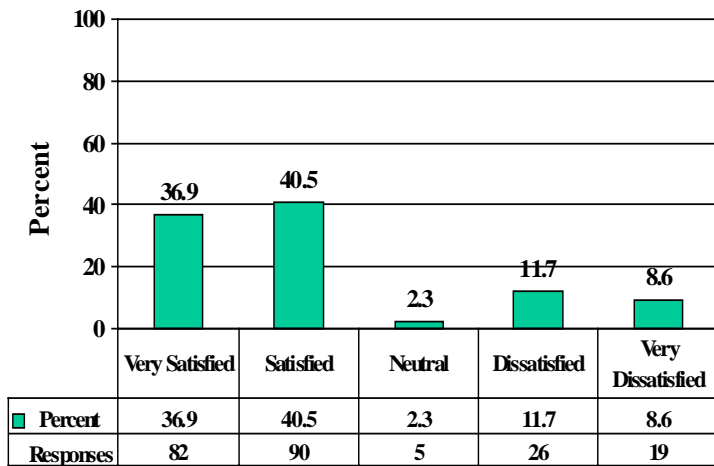
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 68: AHCCCS Doctor Provides Help Needed
Total Respondents = 568



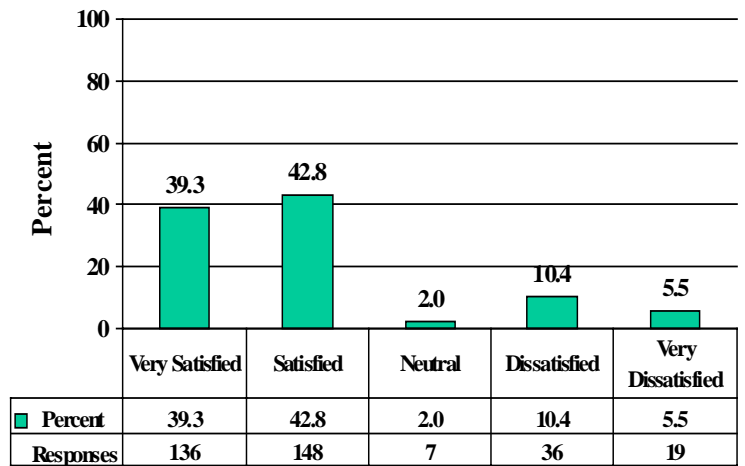
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 68: AHCCCS Doctor Provides Help Needed
18 to 64 Years of Age
Total Respondents = 222



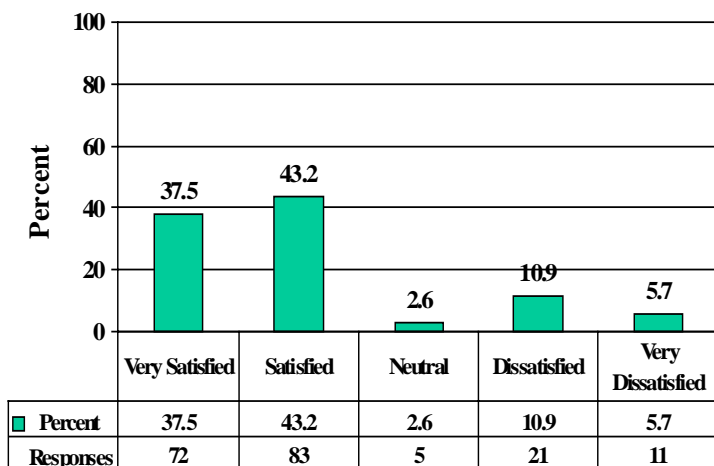
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 68: AHCCCS Doctor Provides Help Needed
65 Years of Age or Older
Total Respondents = 346



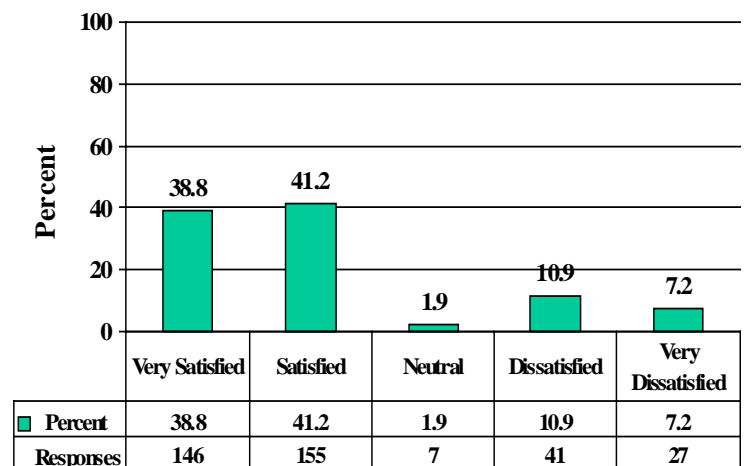
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 68: AHCCCS Doctor Provides Help Needed,
by Consumer Respondent
Total Respondents = 192



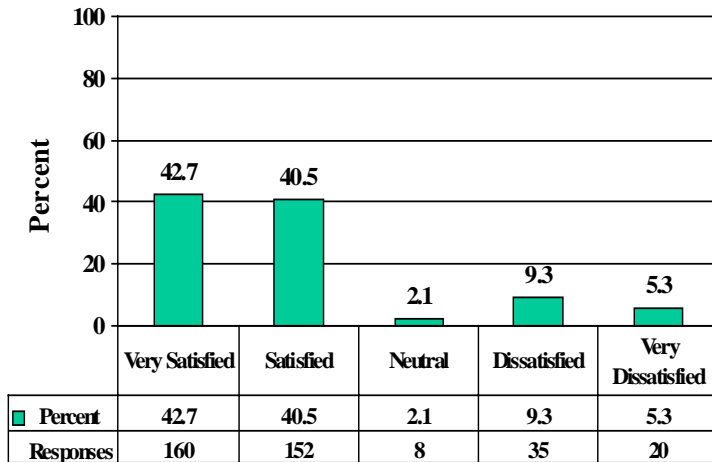
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 68: AHCCCS Doctor Provides Help Needed,
by Proxy Respondent
Total Respondents = 376



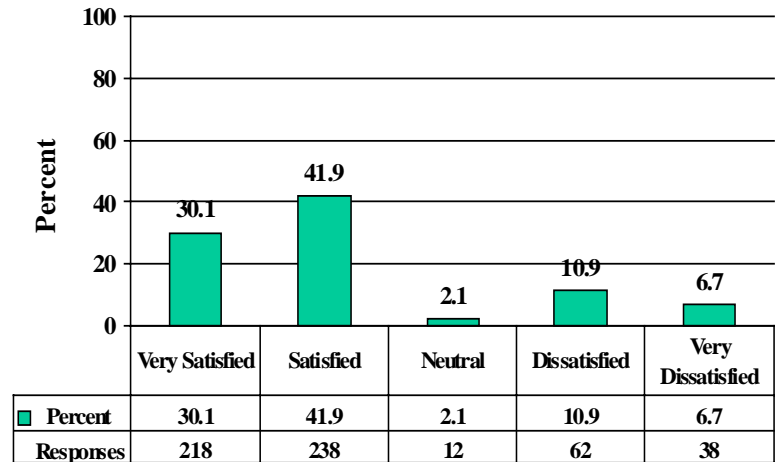
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 68: AHCCCS Doctor Provides Help Needed,
by HCBS Consumers
Total Respondents = 375



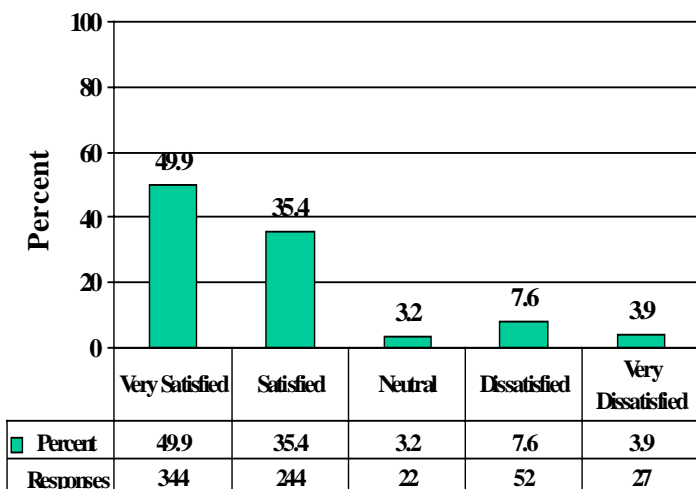
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.
Results by current placement are statistically different with a p-value = 0.023

Question 68: AHCCCS Doctor Provides Help Needed,
by NF Consumers
Total Respondents = 193



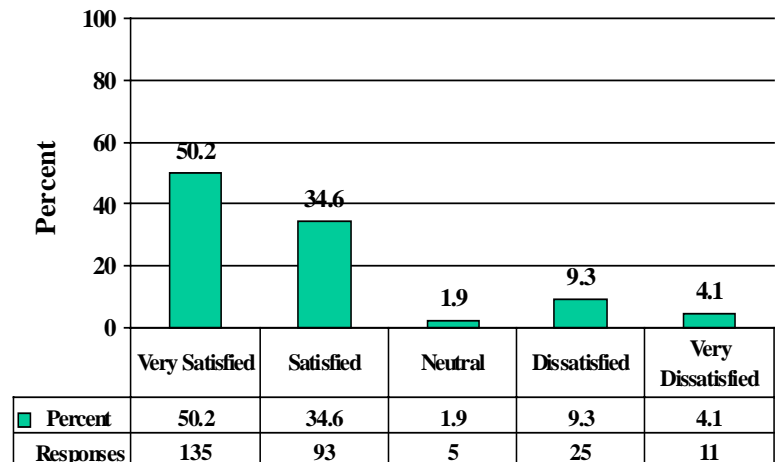
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.
Results by current placement are statistically different with a p-value = 0.023

Question 70: AHCCCS Doctor Shows Respect
Total Respondents = 689



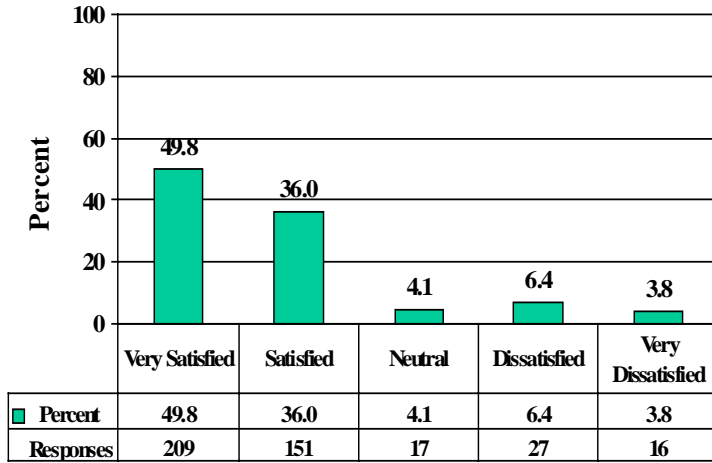
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 70: AHCCCS Doctor Shows Respect,
18 to 64 Years of Age
Total Respondents = 269



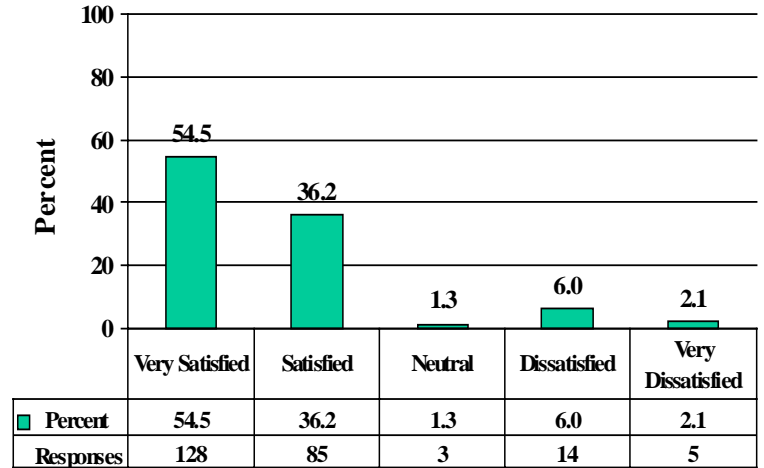
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 70: AHCCCS Doctor Shows Respect,
65 Years of Age or Older
Total Respondents = 420



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 70: AHCCCS Doctor Shows Respect,
by Consumer Respondent
Total Respondents = 235



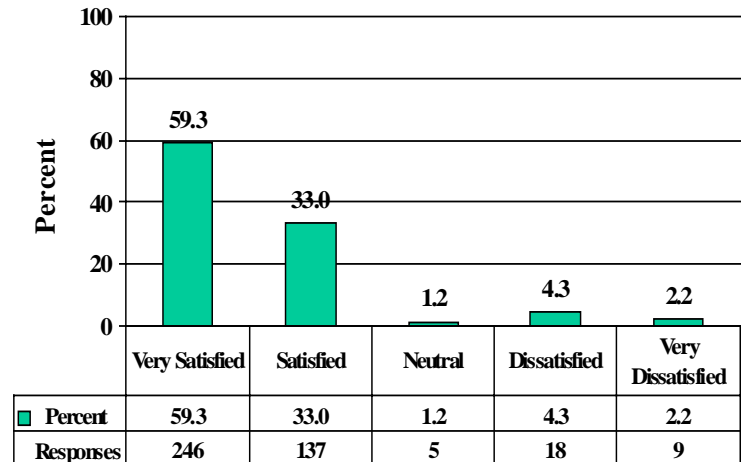
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results by client are statistically different than proxy results with a p-value = 0.045

Question 70: AHCCCS Doctor Shows Respect,
by Proxy Respondent
Total Respondents = 454



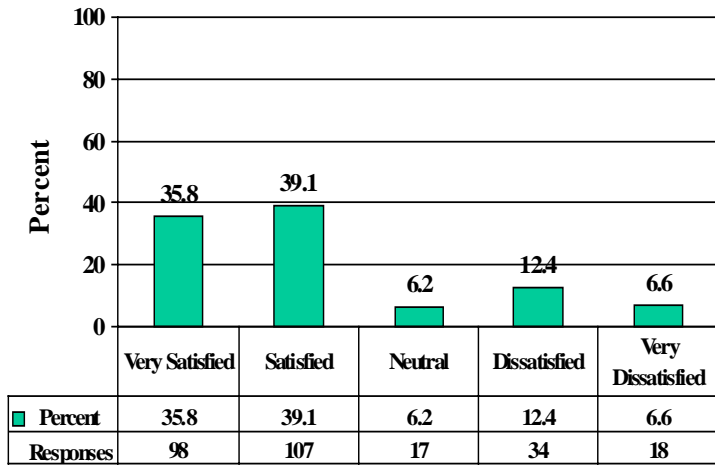
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results by client are statistically different than proxy results with a p-value = 0.045

Question 70: AHCCCS Doctor Shows Respect,
by HCBS Consumers
Total Respondents = 415



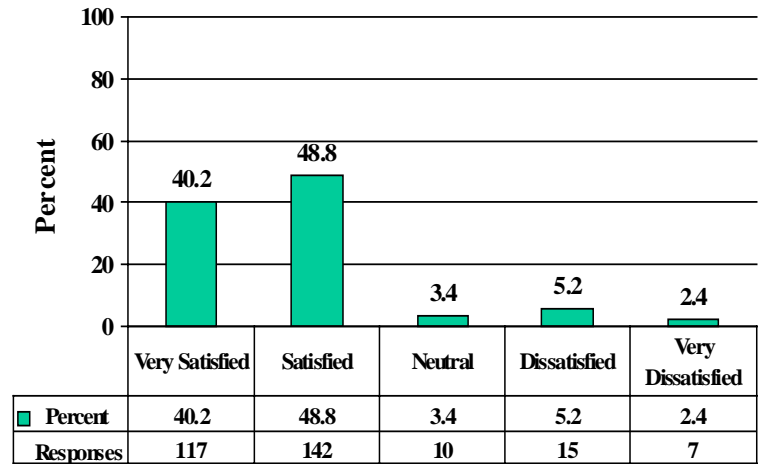
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results by current placement are statistically different with a p-value = 0.000

Question 70: AHCCCS Doctor Shows Respect,
by NF Consumers
Total Respondents = 274



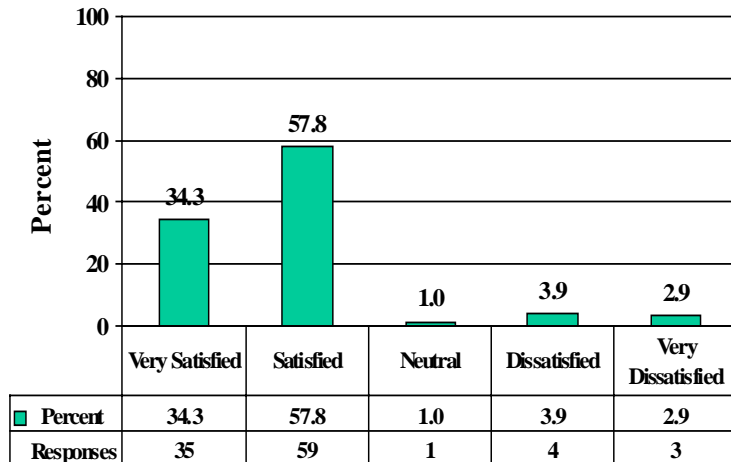
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.
Results by current placement are statistically different with a p-value = 0.000

Question 72: AHCCCS Doctor Considers Cultural Needs
Total Respondents = 291



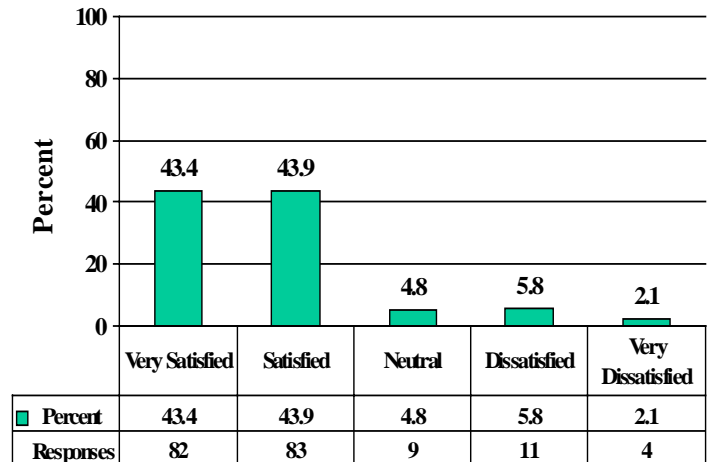
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 72: AHCCCS Doctor Considers Cultural Needs,
18 to 64 Years of Age
Total Respondents = 102



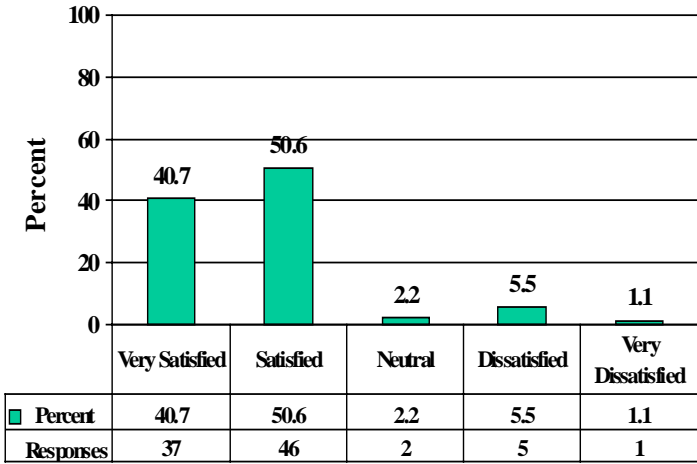
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 72: AHCCCS Doctor Considers Cultural Needs,
65 Years of Age or Older
Total Respondents = 189



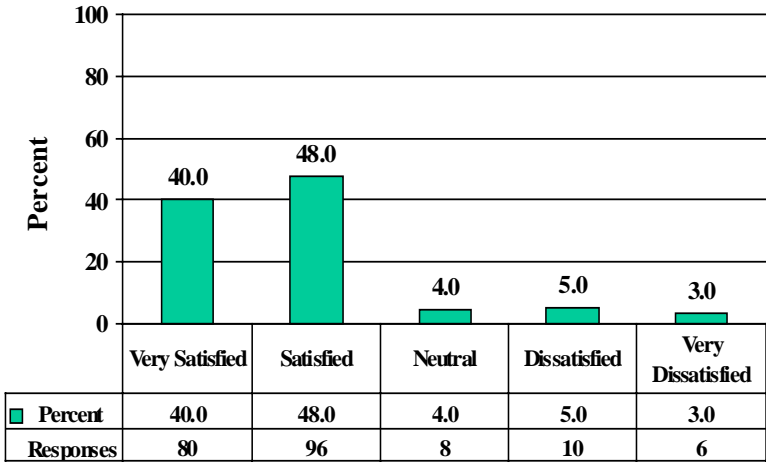
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 72: AHCCCS Doctor Considers Cultural Needs,
by Consumer Respondent
Total Respondents = 91



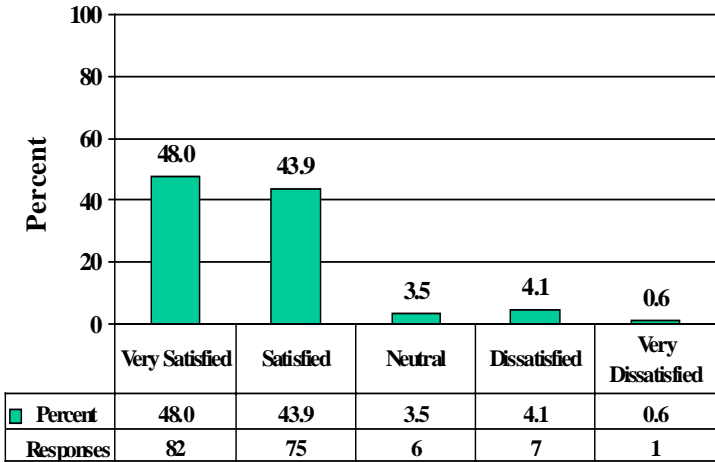
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 72: AHCCCS Doctor Considers Cultural Needs,
by Proxy Respondent
Total Respondents = 200



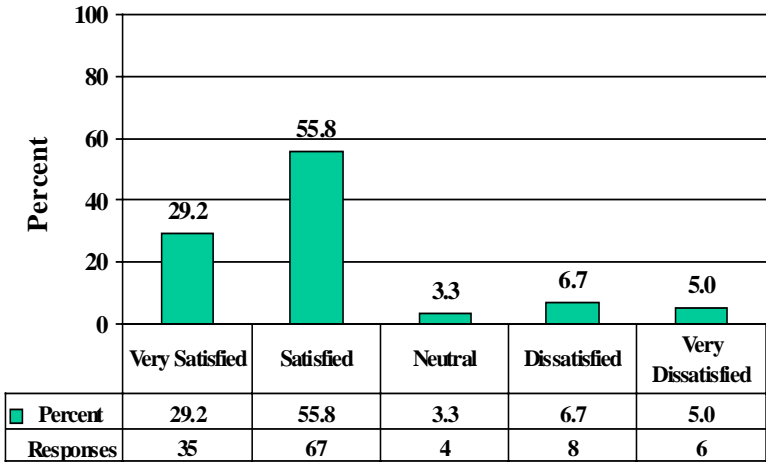
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 72: AHCCCS Doctor Considers Cultural Needs,
by HCBS Consumers
Total Respondents = 171



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.
Results by current placement are statistically different with a p-value = 0.005

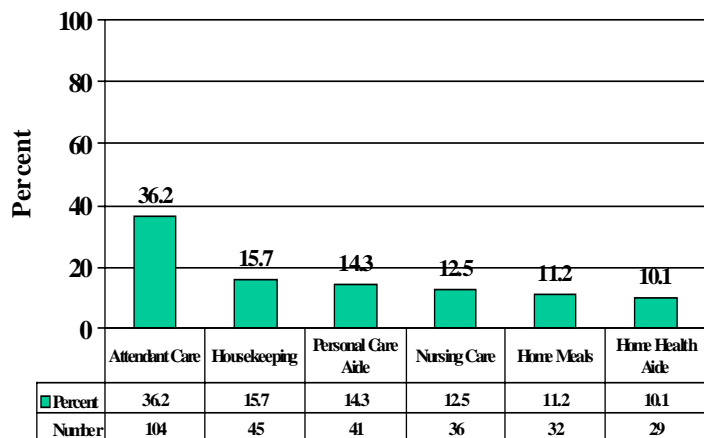
Question 72: AHCCCS Doctor Considers Cultural Needs,
by NF Consumers
Total Respondents = 120



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.
Results by current placement are statistically different with a p-value = 0.005

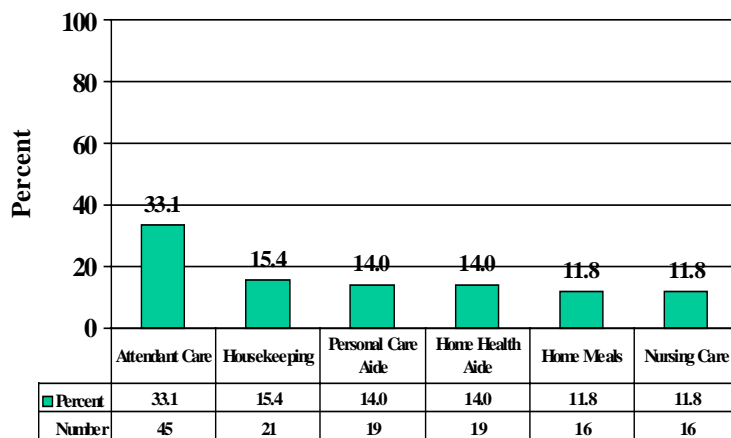
CAREGIVERS IN THE HCBS ENVIRONMENT

Question 82: Most Important Services
for HCBS Consumers
Total Respondents = 287



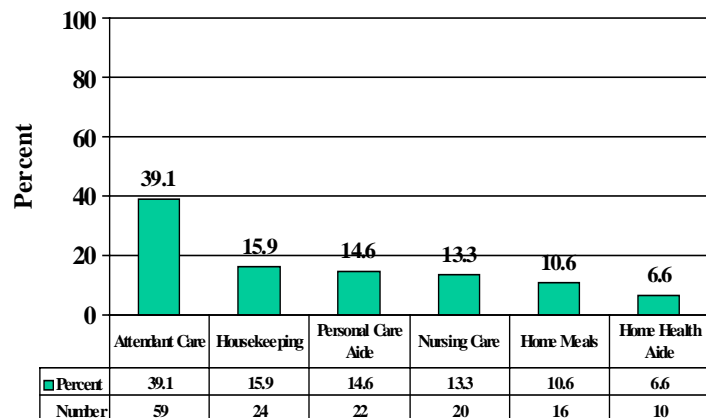
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 82: Most Important Services
for HCBS Consumers, 18 - 64 Years of Age
Total Respondents = 136



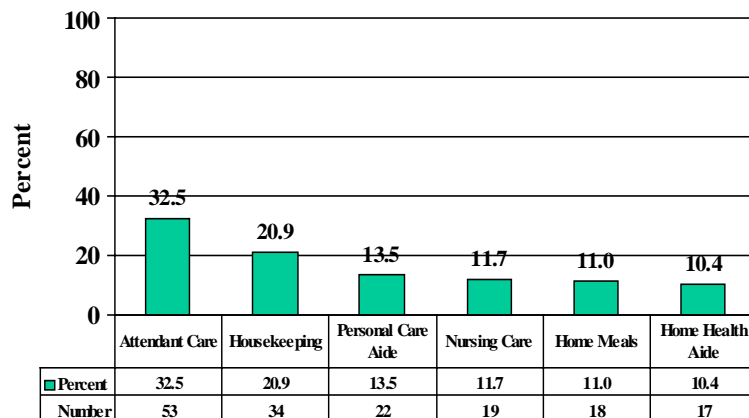
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 82: Most Important Services
for HCBS Consumers, 65 Years of Age or Older
Total Respondents = 151



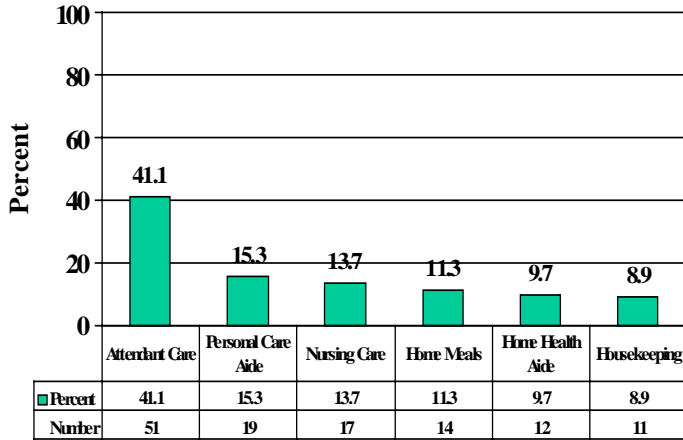
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 82: Most Important Services
for HCBS Consumers, by Consumer Respondent
Total Respondents = 163



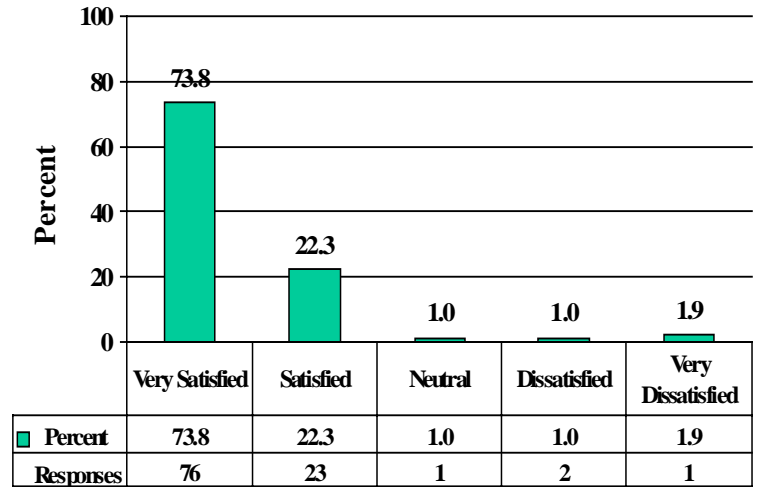
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 82: Most Important Services
for HCBS Consumers, by Proxy Respondent
Total Respondents = 124



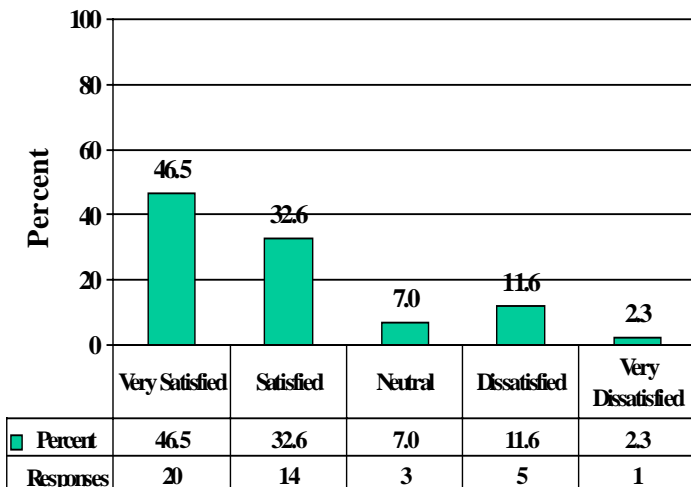
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 96: Overall Satisfaction with Attendant
(Based on Response from Question 82)
Total Responses = 103



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results by type of caregiver (i.e. attendant, housekeeper, personal care aide, meal service, nurse or home health aide) are statistically different with a p-value = 0.013

Question 96: Overall Satisfaction with Housekeeper
(Based on Response from Question 82)
Total Responses = 43



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results by type of caregiver (i.e. attendant, housekeeper, personal care aide, meal service, nurse or home health aide) are statistically different with a p-value = 0.013

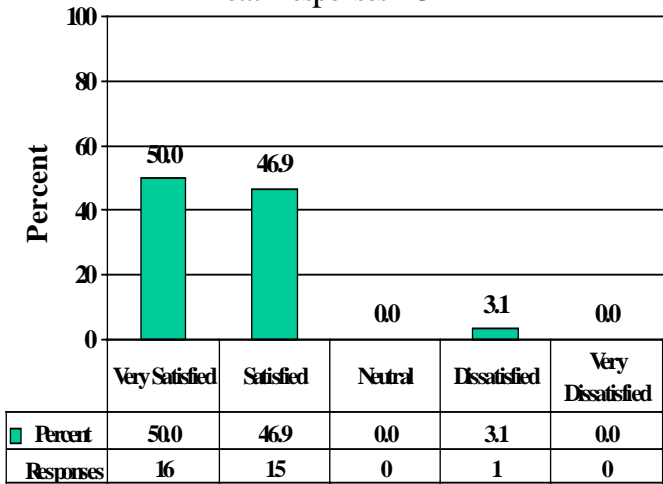
Question 96: Overall Satisfaction with Personal Care Aide
(Based on Response from Question 82)
Total Responses = 40



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results by type of caregiver (i.e. attendant, housekeeper, personal care aide, meal service, nurse or home health aide) are statistically different with a p-value = 0.013

Question 96: Overall Satisfaction with Home Delivered Meal Service Worker (Based on Response from Question 82)

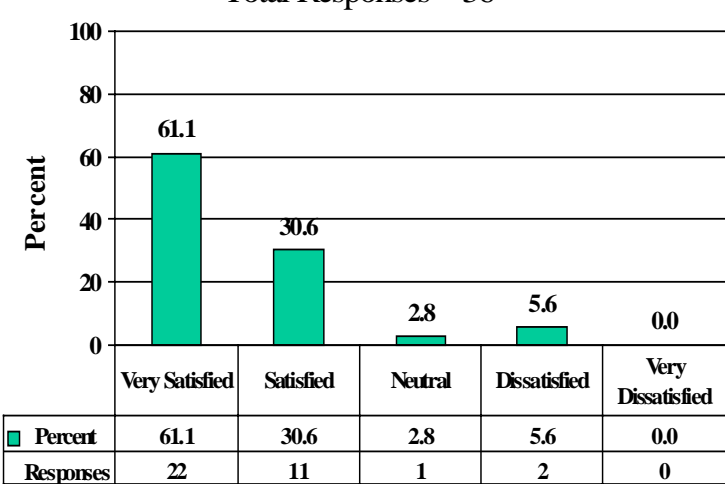
Total Responses = 32



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results by type of caregiver (i.e. attendant, housekeeper, personal care aide, meal service, nurse or home health aide) are statistically different with a p-value = 0.013

Question 96: Overall Satisfaction with Nurse (Based on Response from Question 82)

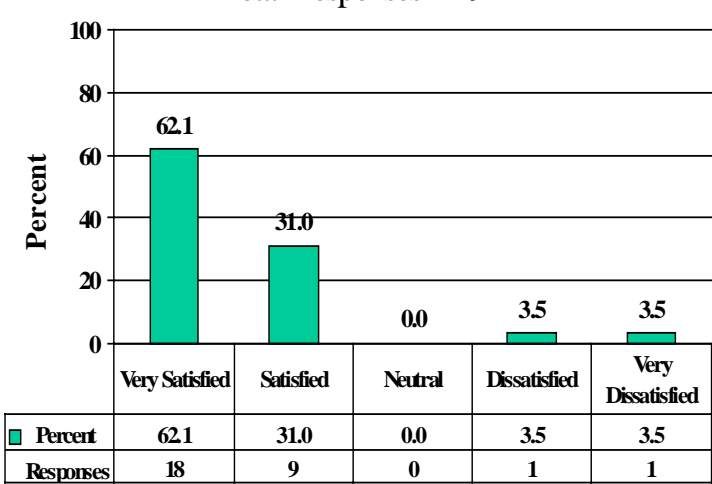
Total Responses = 36



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results by type of caregiver (i.e. attendant, housekeeper, personal care aide, meal service, nurse or home health aide) are statistically different with a p-value = 0.013

Question 96: Overall Satisfaction with Home Health Aide (Based on Response from Question 82)

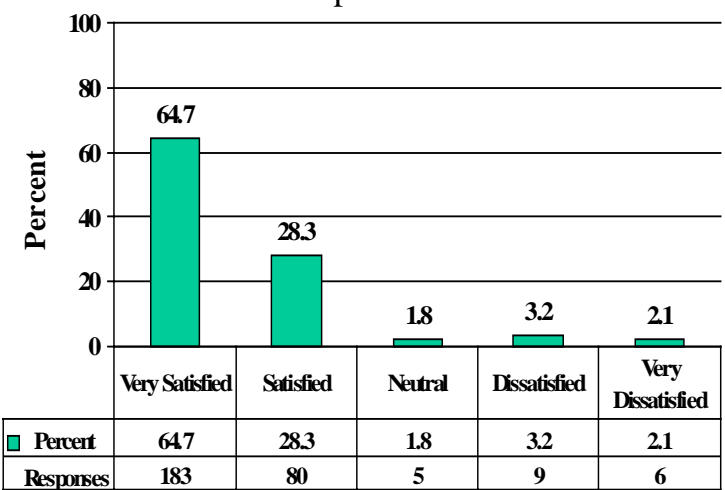
Total Responses = 29



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results by type of caregiver (i.e. attendant, housekeeper, personal care aide, meal service, nurse or home health aide) are statistically different with a p-value = 0.013

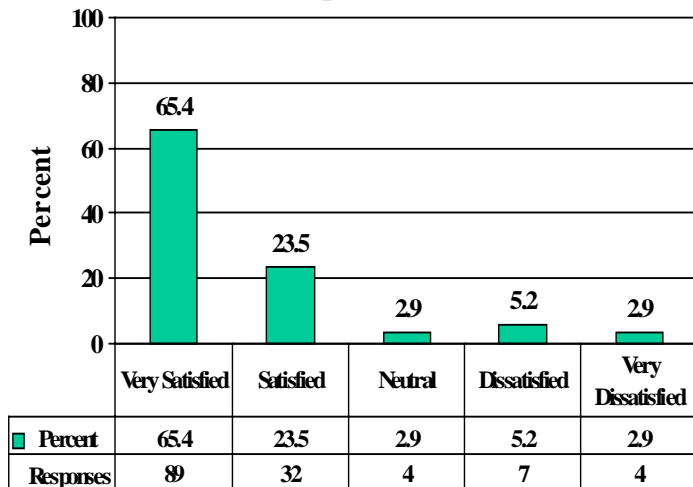
Question 96: Overall Satisfaction with HCBS Caregiver

Total Responses = 283



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 96: Overall Satisfaction with
HCBS Caregiver, 18 to 64 Years of Age
Total Responses = 136



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 96: Overall Satisfaction with
HCBS Caregiver, 65 Years of Age or Older
Total Responses = 147



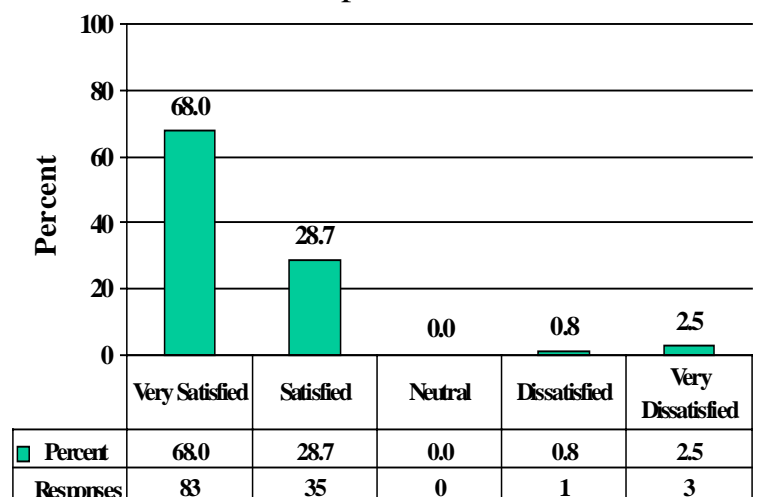
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 96: Overall Satisfaction with
HCBS Caregiver, by Consumer Respondent
Total Respondents = 161



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

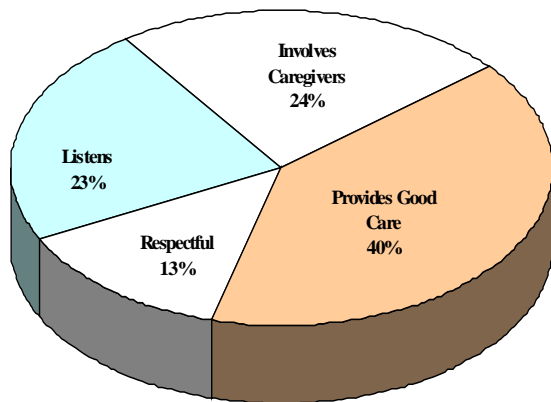
Question 96: Overall Satisfaction with
HCBS Caregiver, by Proxy Respondent
Total Respondents = 122



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 97: What is Main Reason for Satisfaction with HCBS Caregivers (Qualitative Question)

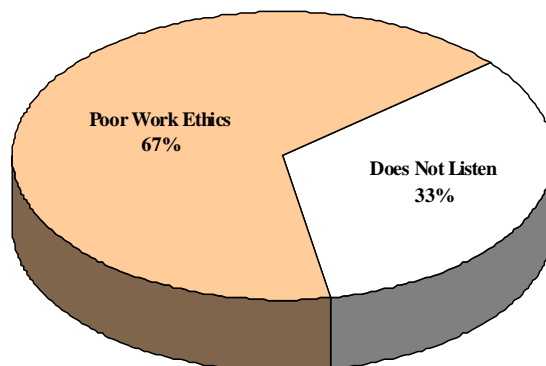
Based on 127 Respondents



Notes: Not all questions were answered by all respondents.

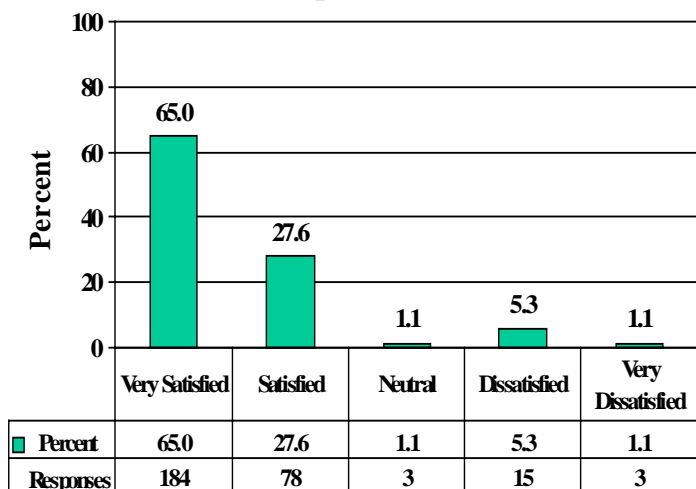
Question 98: What is Main Reason for Dissatisfaction with HCBS Caregivers (Qualitative Question)

Based on 15 Respondents



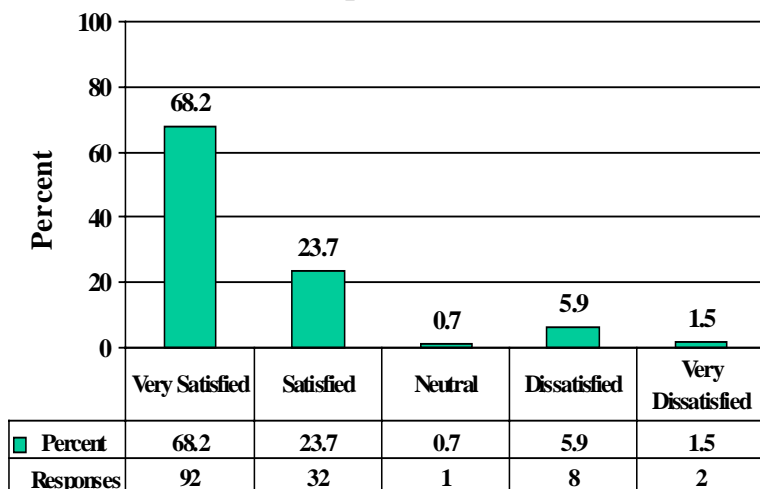
Notes: Not all questions were answered by all respondents.

Question 85: How Satisfied are you that your HCBS Caregiver Listens
Total Respondents = 283



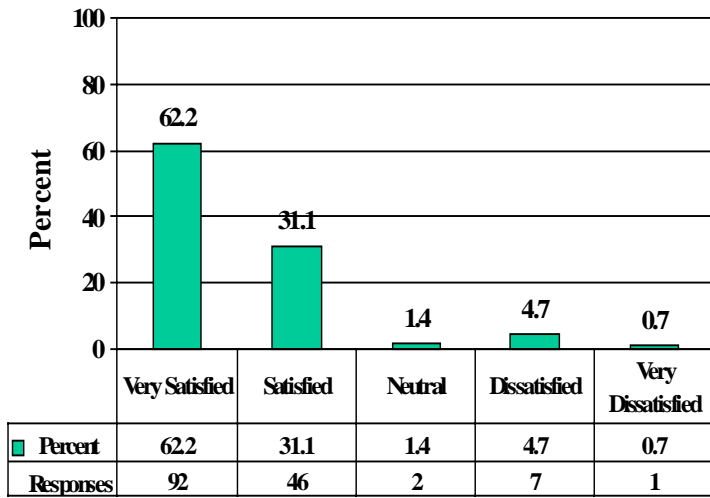
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 85: How Satisfied are you that your HCBS Caregiver Listens, 18 to 64 Years of Age
Total Respondents = 135



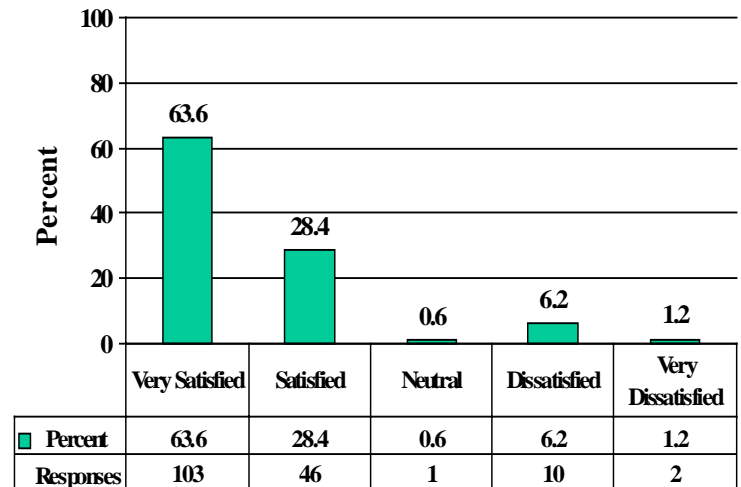
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 85: How Satisfied are you that your
HCBS Caregiver Listens, 65Years of Age or Older
Total Respondents = 148



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 85: How Satisfied are you that your
HCBS Caregiver Listens, by Consumer Respondent
Total Respondents = 162



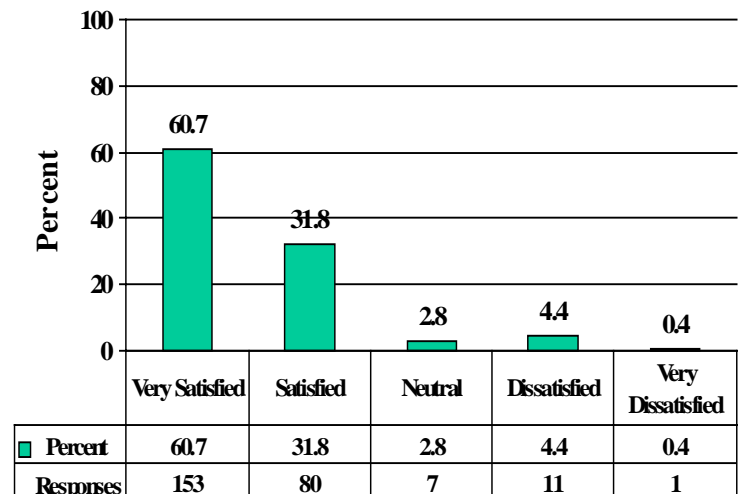
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 85: How Satisfied are you that your
HCBS Caregiver Listens, by Proxy Respondent
Total Respondents = 121



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

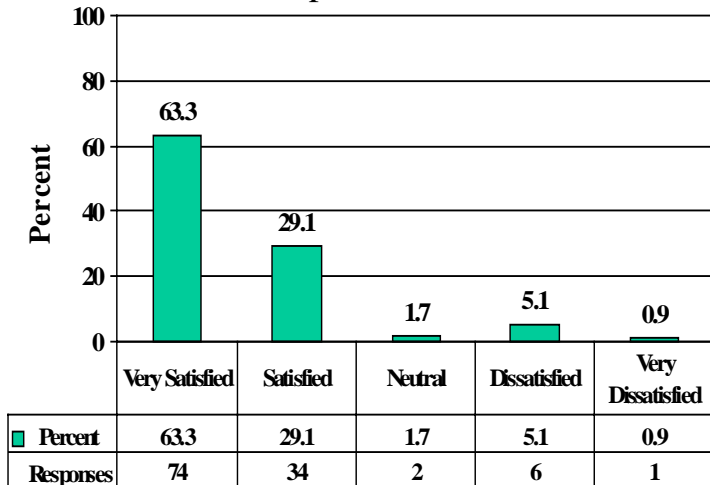
Question 86: HCBS Caregiver Involves Consumer
in Decision Making
Total Respondents = 252



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 86: HCBS Caregiver Involves Consumer
in Decision Making, 18 to 64 Years of Age

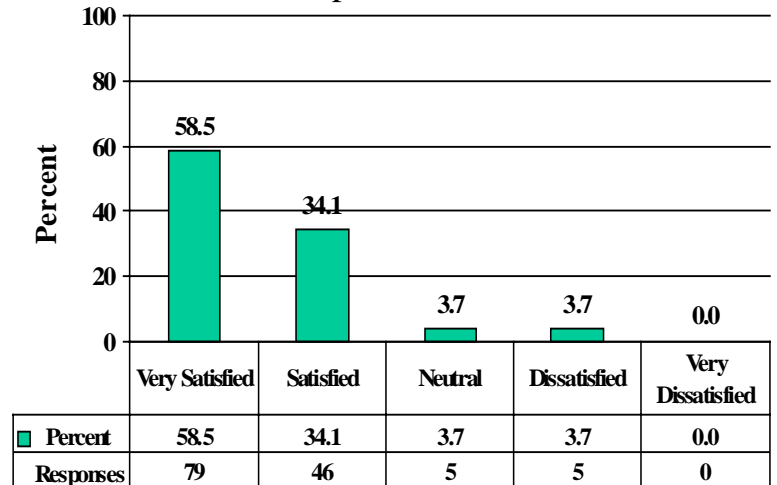
Total Respondents = 117



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 86: HCBS Caregiver Involves Consumer
in Decision Making, 65 Years of Age or Older

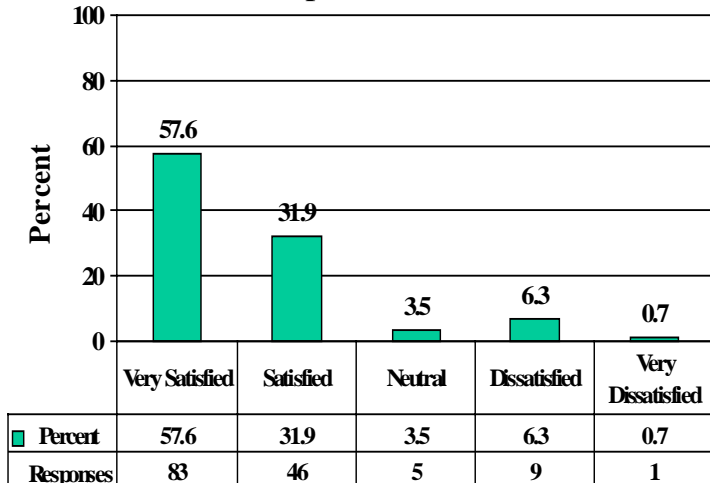
Total Respondents = 135



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 86: HCBS Caregiver Involves Consumer
in Decision Making, by Consumer Respondent

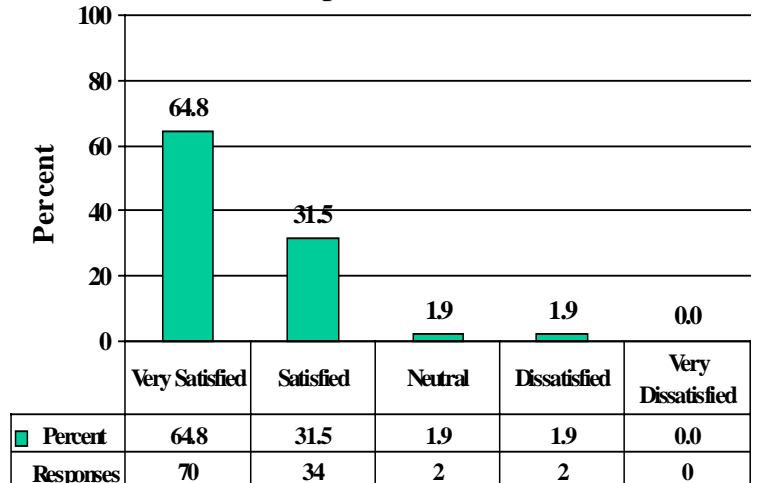
Total Respondents = 144



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

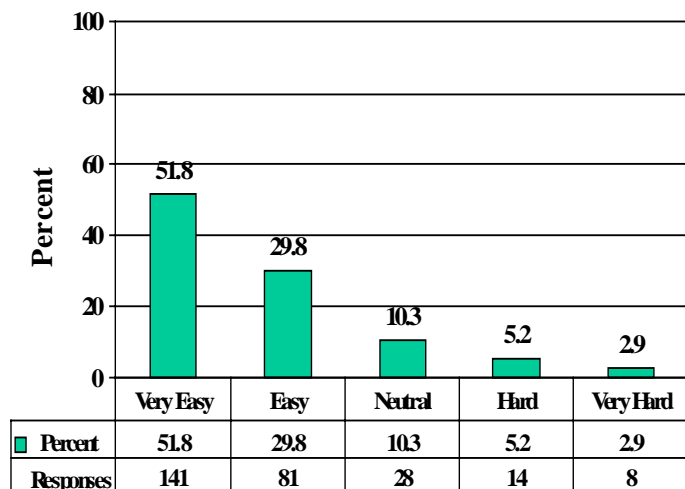
Question 86: HCBS Caregiver Involves Consumer
in Decision Making, by Proxy Respondent

Total Respondents = 108



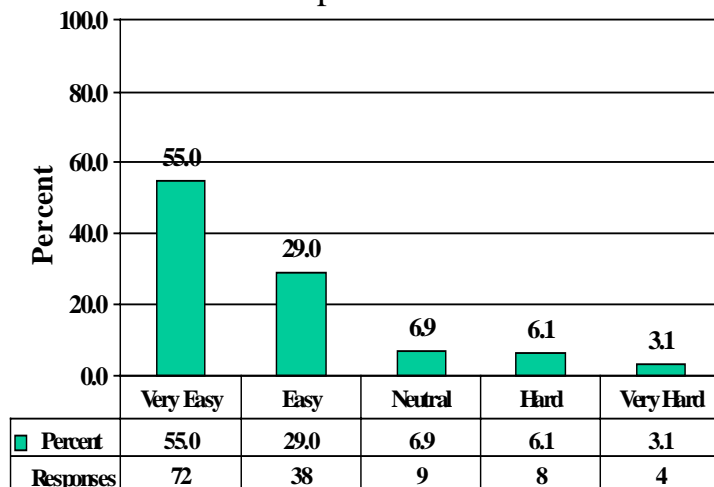
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 87: HCBS Caregiver is Reachable
Total Respondents = 272



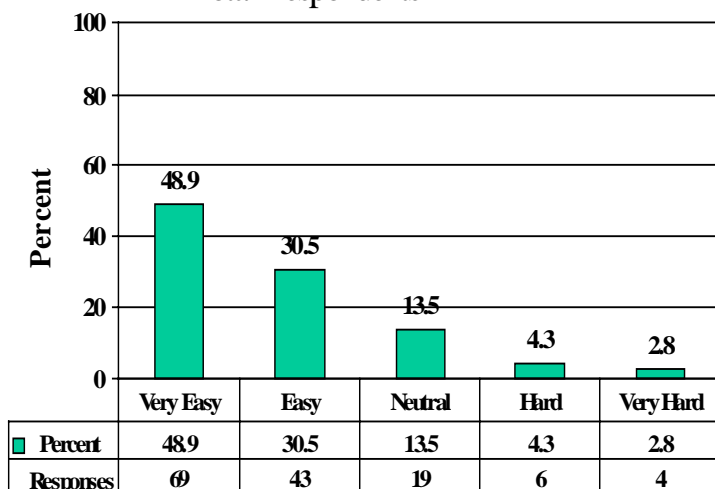
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 87: HCBS Caregiver is Reachable
18 to 64 Years of Age
Total Respondents = 131



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 87: HCBS Caregiver is Reachable
65 Years of Age or Older
Total Respondents = 141



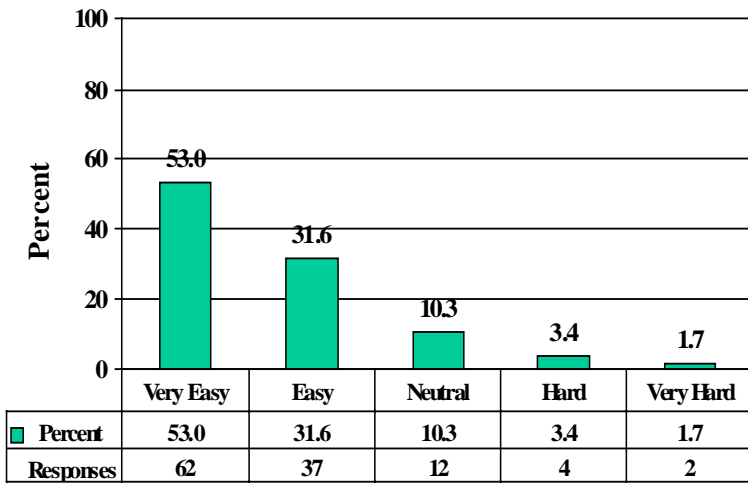
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 87: HCBS Caregiver is Reachable,
by Consumer Respondent
Total Respondents = 155



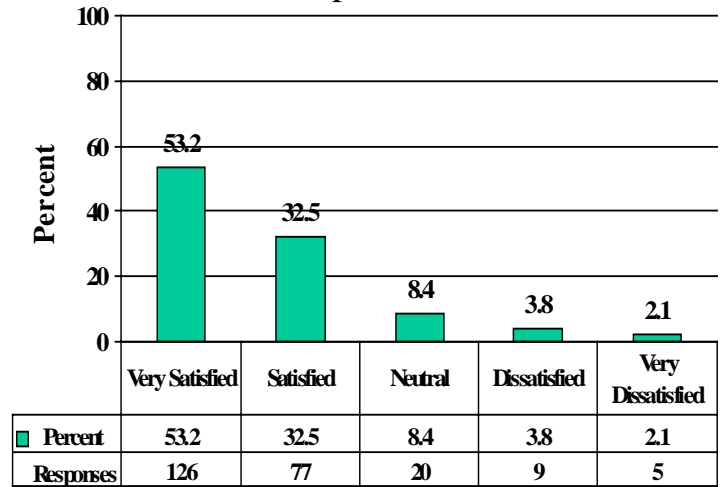
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 87: HCBS Caregiver is Reachable,
by Proxy Respondent
Total Respondents = 117



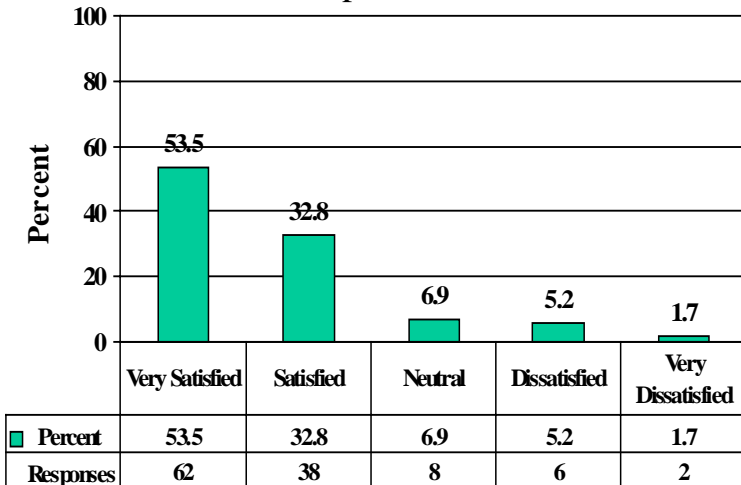
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 88: HCBS Caregiver
Provides Help Needed
Total Respondents = 237



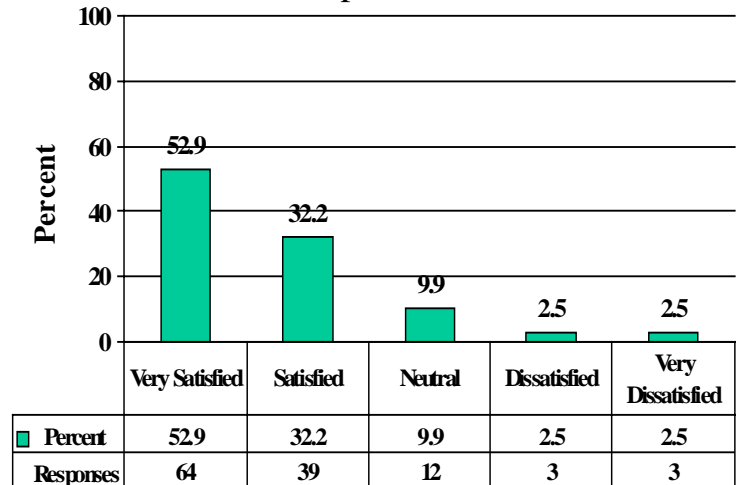
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 88: HCBS Caregiver
Provides Help Needed, 18 to 64 Years of Age
Total Respondents = 116



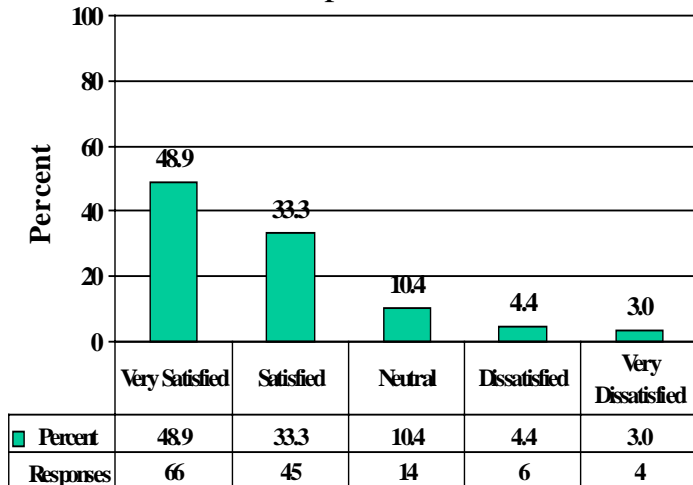
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 88: HCBS Caregiver
Provides Help Needed, 65 Years of Age or Older
Total Respondents = 121



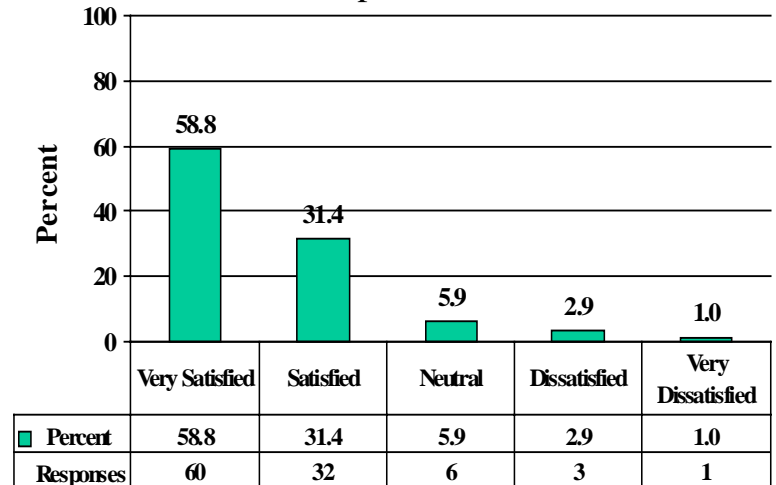
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 88: HCBS Caregiver
Provides Help Needed, by Consumer Respondent
Total Respondents = 135



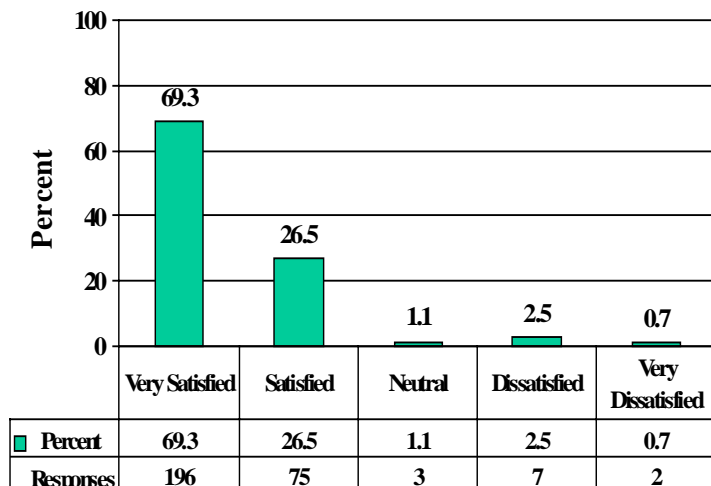
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 88: HCBS Caregiver
Provides Help Needed, by Proxy Respondent
Total Respondents = 102



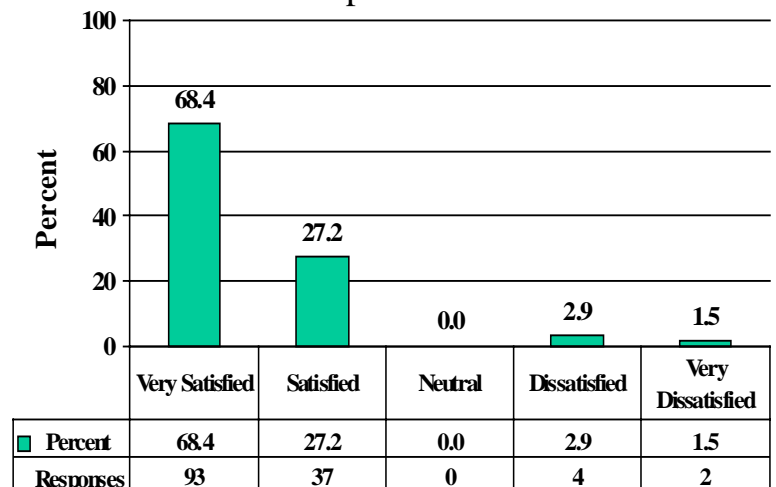
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 91: HCBS Caregiver Shows Respect
Total Respondents = 283



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 91: HCBS Caregiver Shows Respect
18 to 64 Years of Age
Total Respondents = 136



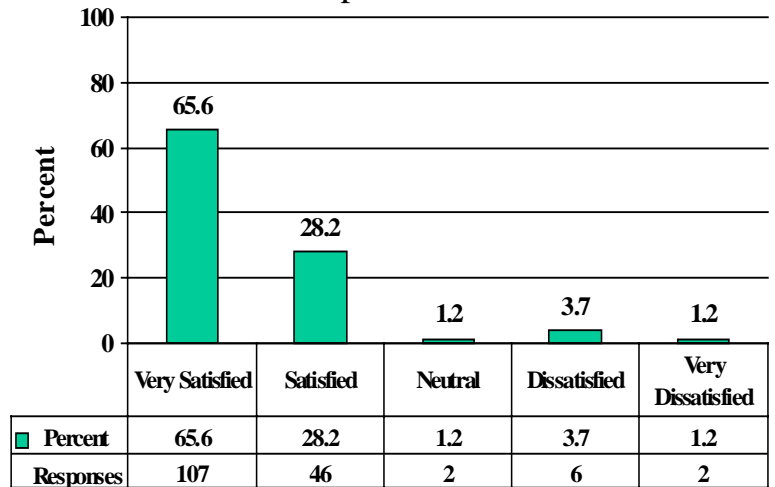
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 91: HCBS Caregiver Shows Respect
65 Years of Age or Older
Total Respondents = 147



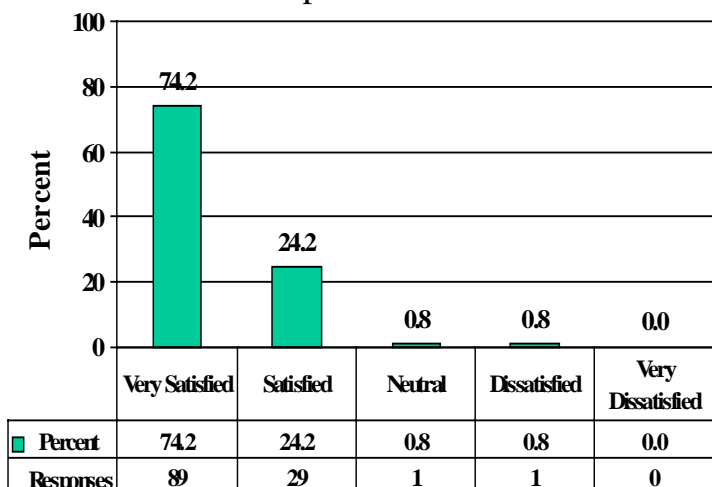
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 91: HCBS Caregiver Shows Respect
by Consumer Respondent
Total Respondents = 163



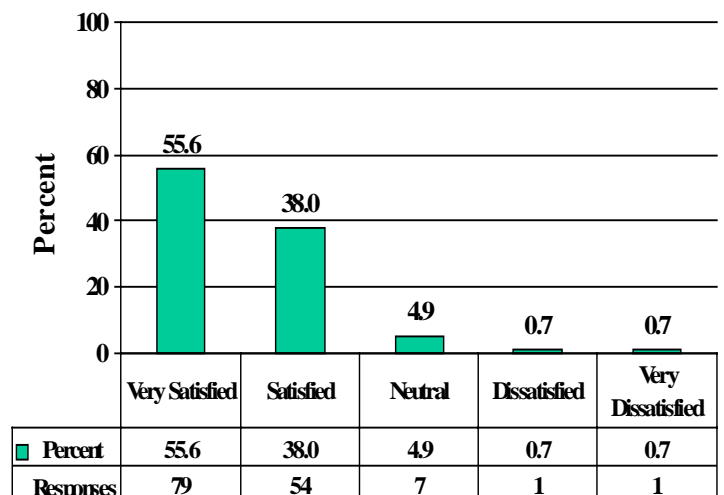
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 91: HCBS Caregiver Shows Respect
by Proxy Respondent
Total Respondents = 120



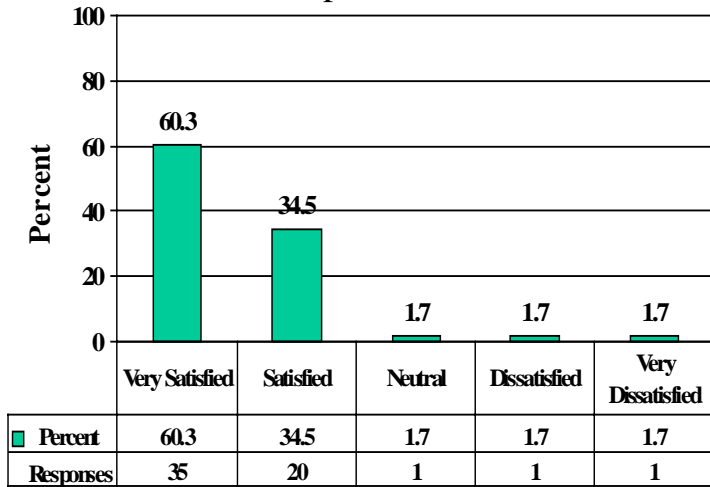
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 95: HCBS Caregiver Considers Cultural Needs
Total Respondents = 142



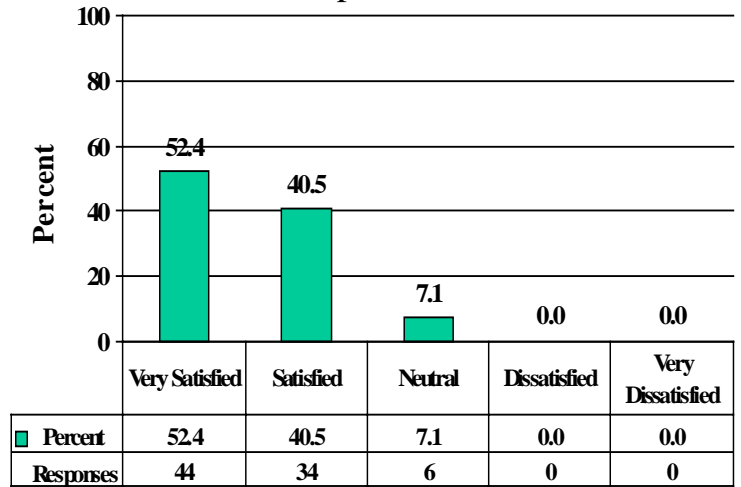
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 95: HCBS Caregiver Considers Cultural Needs,
18 to 64 Years of Age
Total Respondents = 58



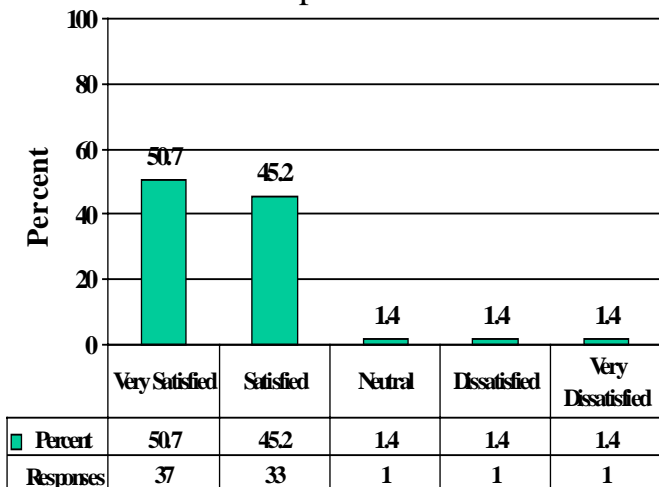
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 95: HCBS Caregiver Considers Cultural Needs,
65 Years of Age or Older
Total Respondents = 84



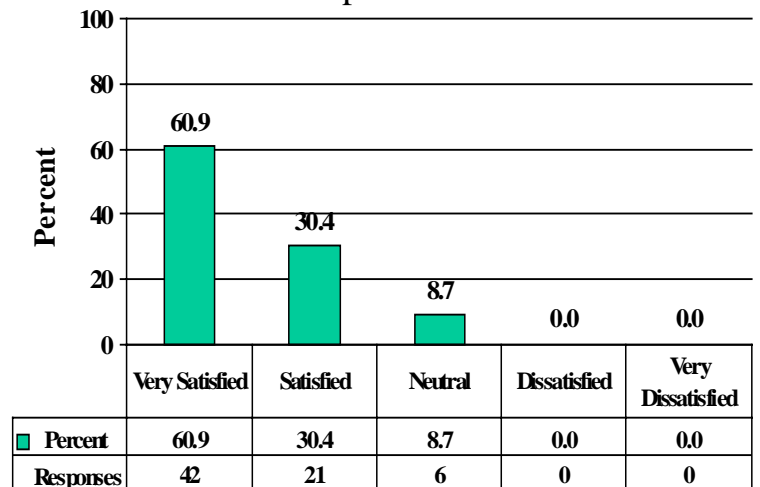
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 95: HCBS Caregiver Considers Cultural Needs,
by Consumer Respondent
Total Respondents = 73



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

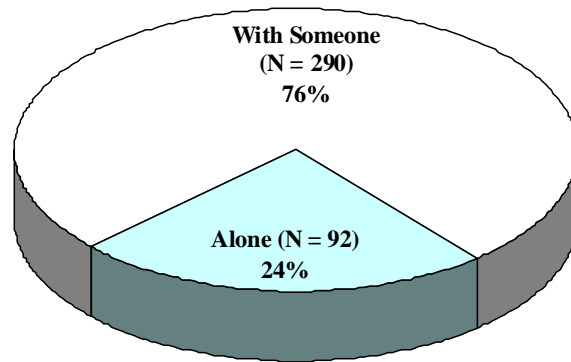
Question 95: HCBS Caregiver Considers Cultural Needs,
by Proxy Respondent
Total Respondents = 69



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 203: Consumer Lives Alone or With Someone

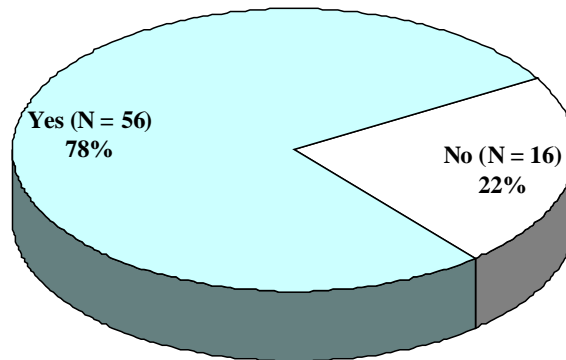
Total Respondents = 382



Note: Not all questions were answered by all respondents.

Question 203: Consumer Has Family and/or Friends Near

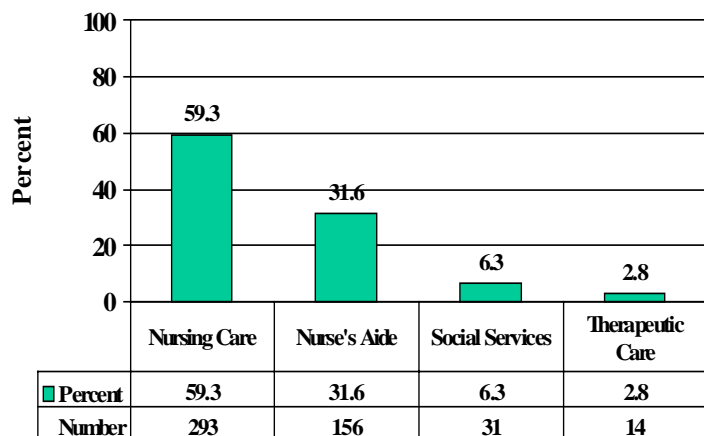
Total Respondents = 72



Note: Not all questions were answered by all respondents.

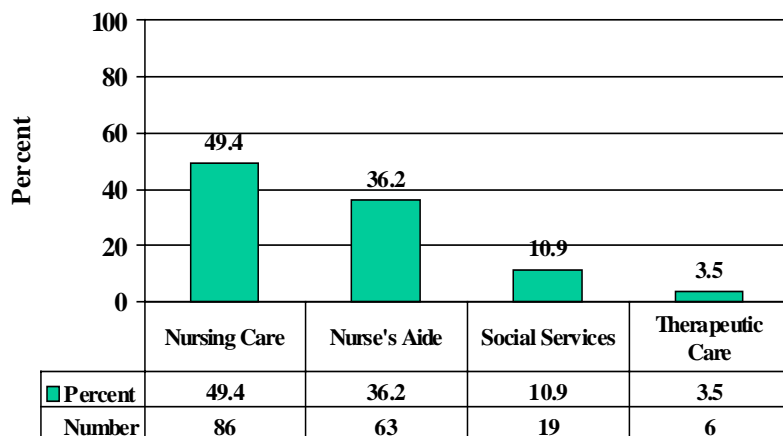
CAREGIVERS IN THE NF ENVIRONMENT

Question 100: Most Important Services
for Consumers in Nursing Facilities
Total Respondents = 494



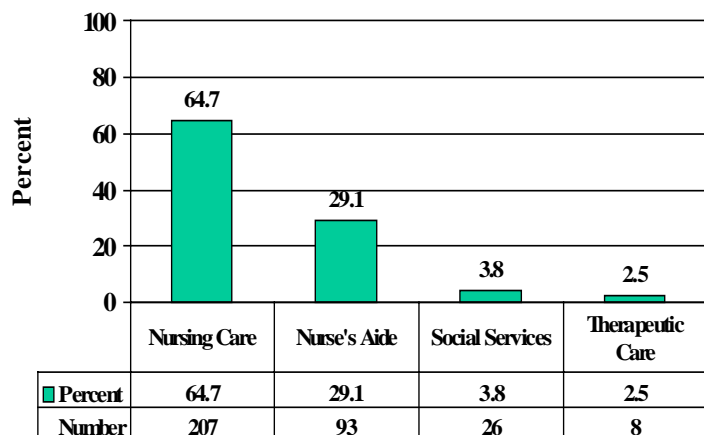
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 100: Most Important Services for Consumers
in Nursing Facilities, 18 to 64 Years of Age
Total Respondents = 174



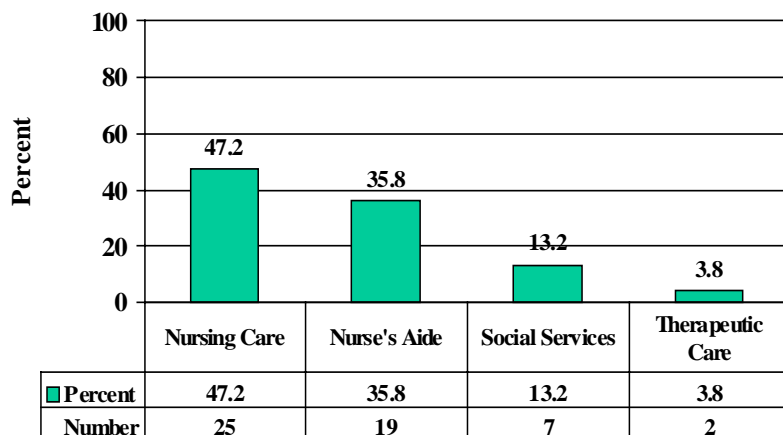
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 100: Most Important Services for Consumers
in Nursing Facilities, 65 Years of Age or Older
Total Respondents = 320



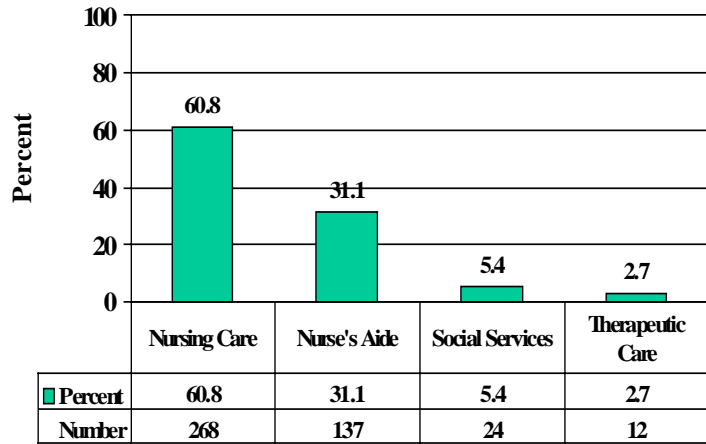
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 100: Most Important Services for Consumers
in Nursing Facilities, by Consumer Respondent
Total Respondents = 53



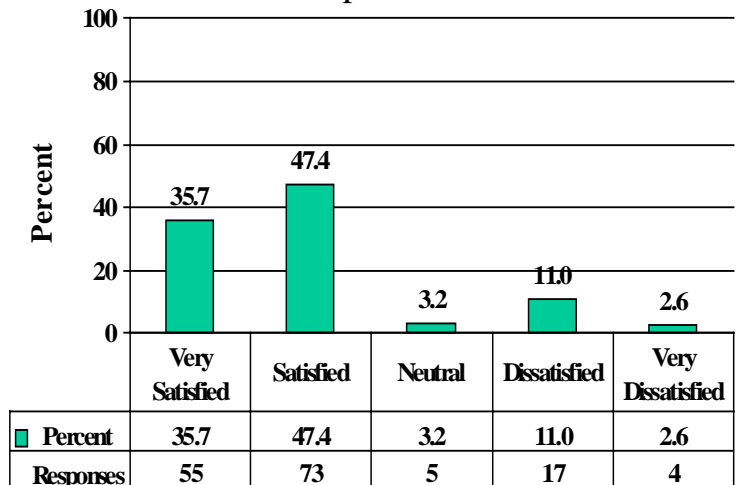
Note: Not all questions were answered by all respondents.

Question 100: Most Important Services for Consumers
in Nursing Facilities, by Proxy Respondent
Total Respondents = 441



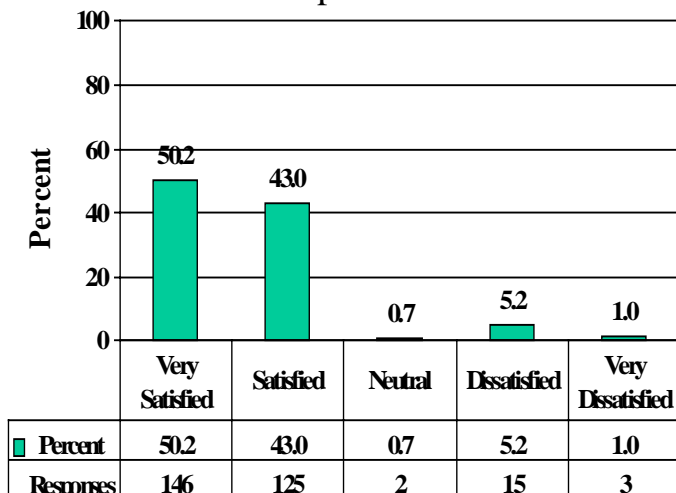
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 120: Overall Satisfaction with Nurse's Aide
(Based on Response to Question 100)
Total Responses = 154



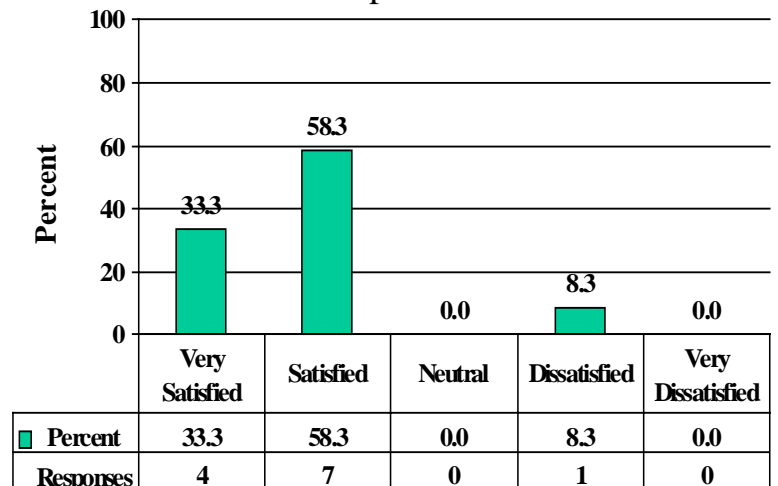
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results by type of caregiver (i.e. nurse's aide, nurse, therapist and social worker) are statistically different with a p-value = 0.022

Question 120: Overall Satisfaction with Nurse
(Based on Response to Question 100)
Total Responses = 291



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results by type of caregiver (i.e. nurse's aide, nurse, therapist and social worker) are statistically different with a p-value = 0.022

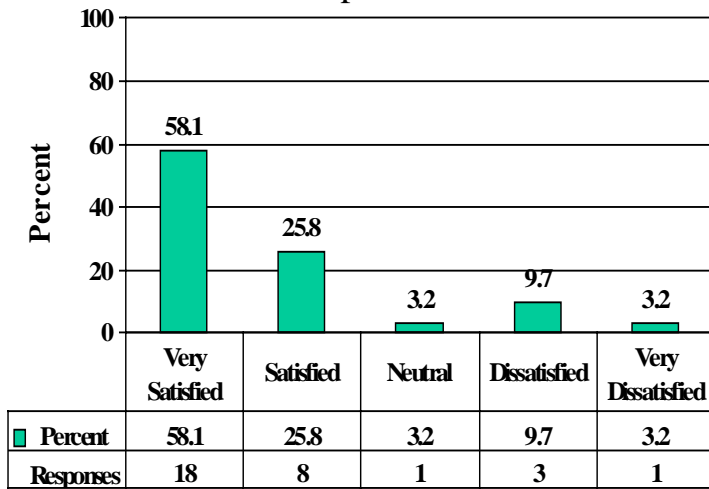
Question 120: Overall Satisfaction with Therapist
(Based on Response to Question 100)
Total Responses = 12



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results by type of caregiver (i.e. nurse's aide, nurse, therapist and social worker) are statistically different with a p-value = 0.022

Question 120: Overall Satisfaction with Social Worker
(Based on Response to Question 100)

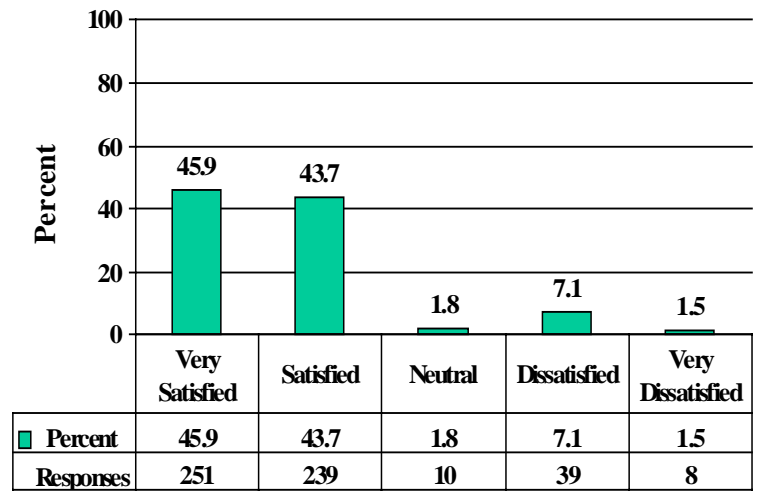
Total Responses = 31



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents. Results by type of caregiver (i.e. nurse's aide, nurse, therapist and social worker) are statistically different with a p-value = 0.022

Question 120: Overall Satisfaction with NF Caregiver

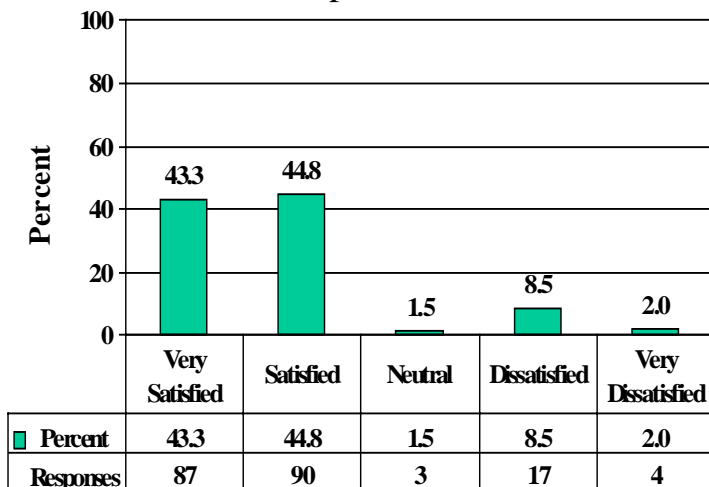
Total Responses = 547



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 120: Overall Satisfaction with
NF Caregiver, 18 to 64 Years of Age

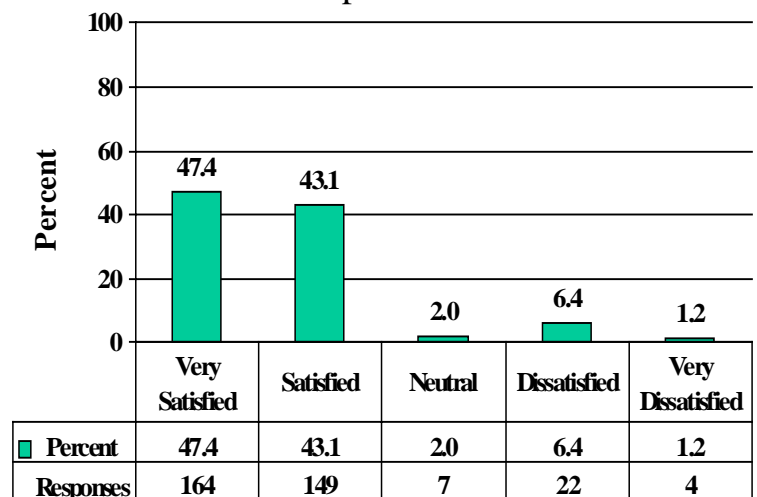
Total Responses = 201



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

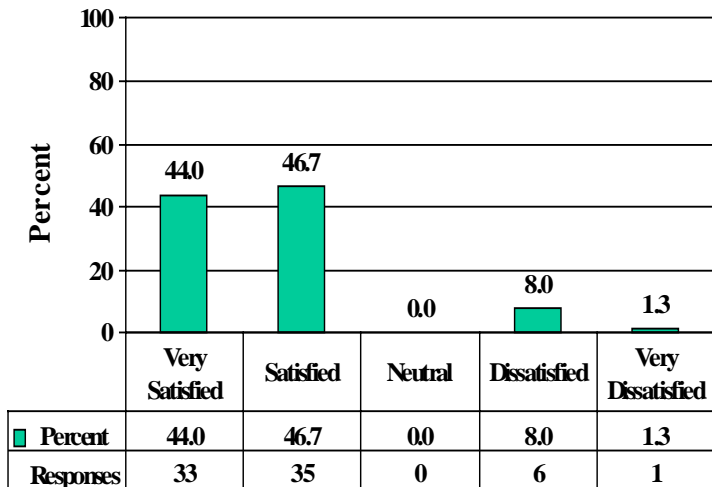
Question 120: Overall Satisfaction with
NF Caregiver, 65 Years of Age or Older

Total Responses = 346



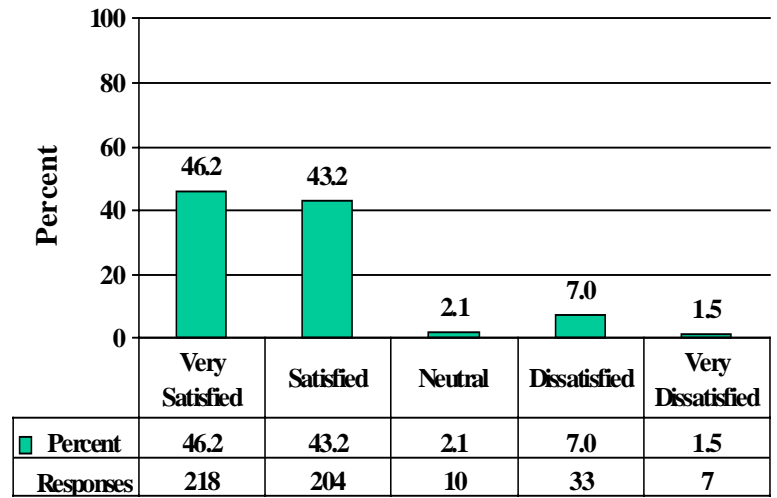
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 120: Overall Satisfaction with
NF Caregiver, by Consumer Respondent
Total Respondents = 75



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

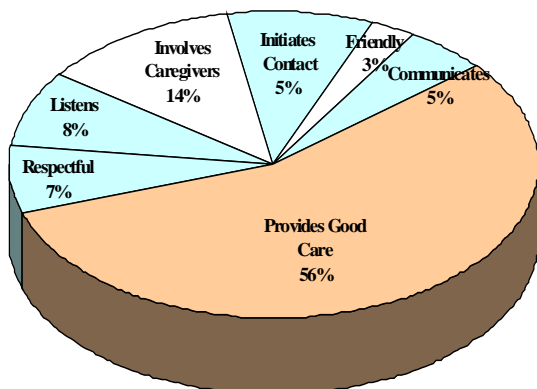
Question 120: Overall Satisfaction with
NF Caregiver, by Proxy Respondent
Total Respondents = 472



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 125: What is Main Reason for Satisfaction
with NF Caregivers (Qualitative Question)

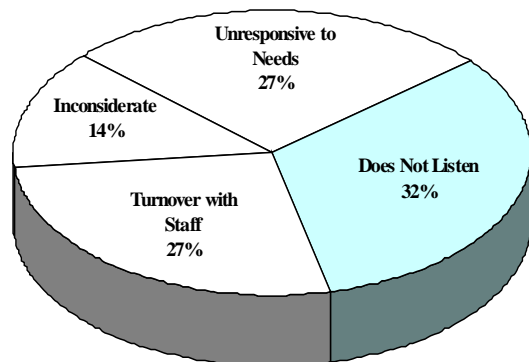
Based on 347 Respondents



Notes: Not all questions were answered by all respondents.

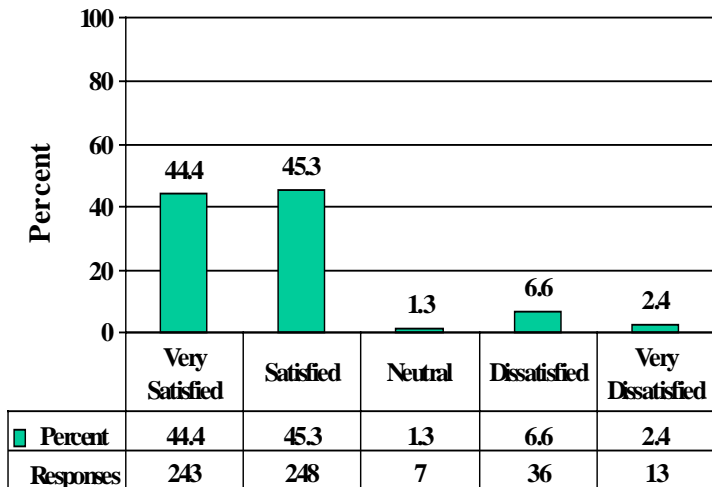
Question 126: What is Main Reason for Dissatisfaction
with NF Caregivers (Qualitative Question)

Based on 37 Respondents



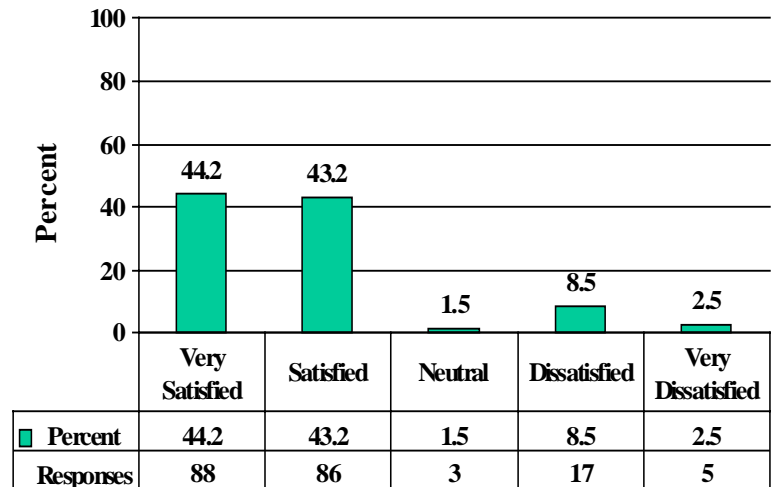
Notes: Not all questions were answered by all respondents.

Question 102: How Satisfied are you that your
NF Caregiver Listens
Total Respondents = 547



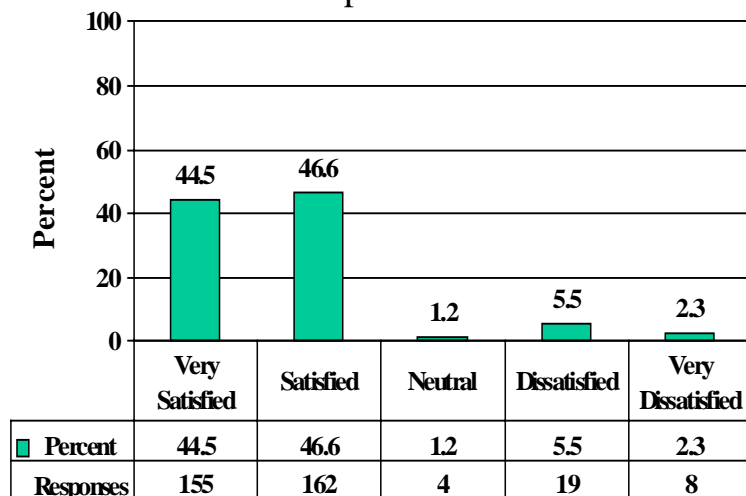
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 102: How Satisfied are you that your
NF Caregiver Listens, 18 to 64 Years of Age
Total Respondents = 199



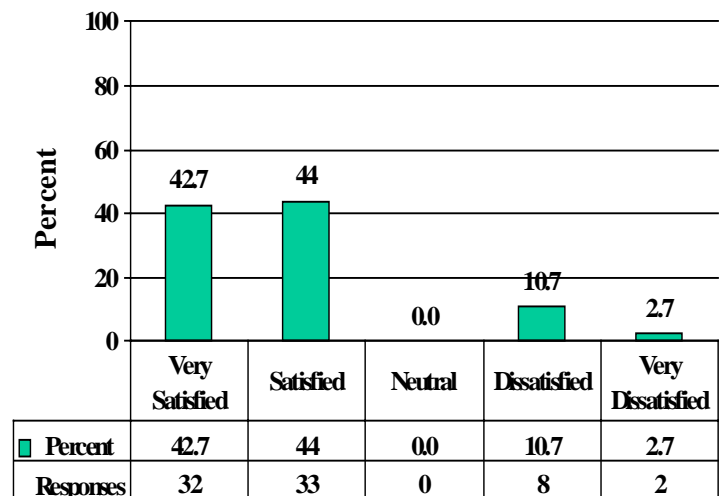
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 102: How Satisfied are you that your
NF Caregiver Listens, 65 Years of Age or Older
Total Respondents = 348



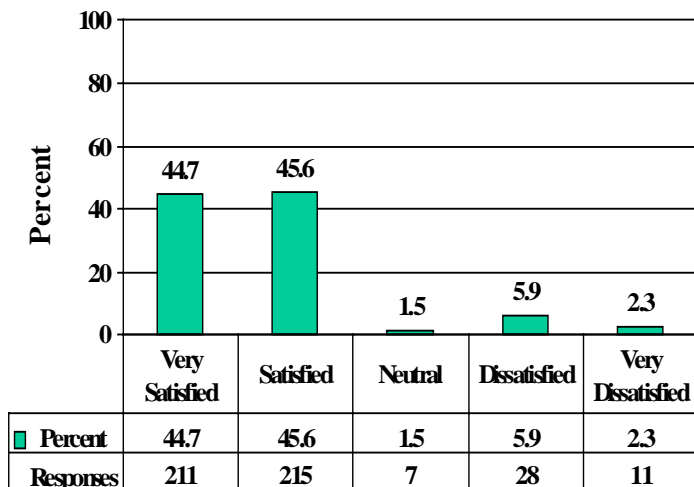
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 102: How Satisfied are you that your
NF Caregiver Listens, by Consumer Respondent
Total Respondents = 75



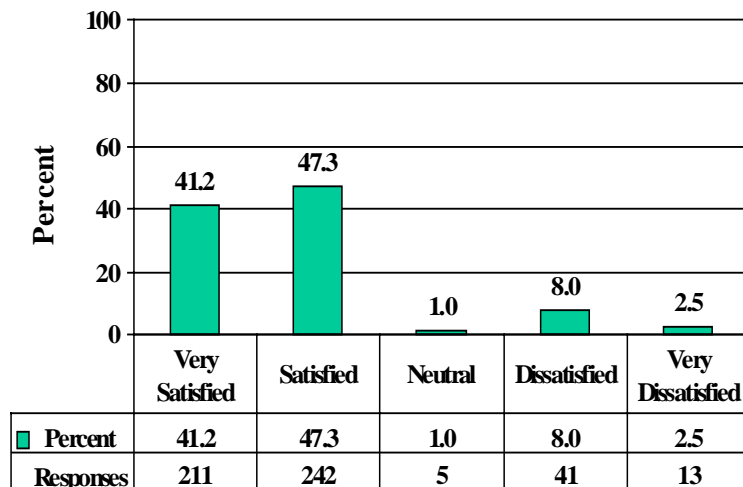
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 102: How Satisfied are you that your
NF Caregiver Listens, by Proxy Respondent
Total Respondents = 472



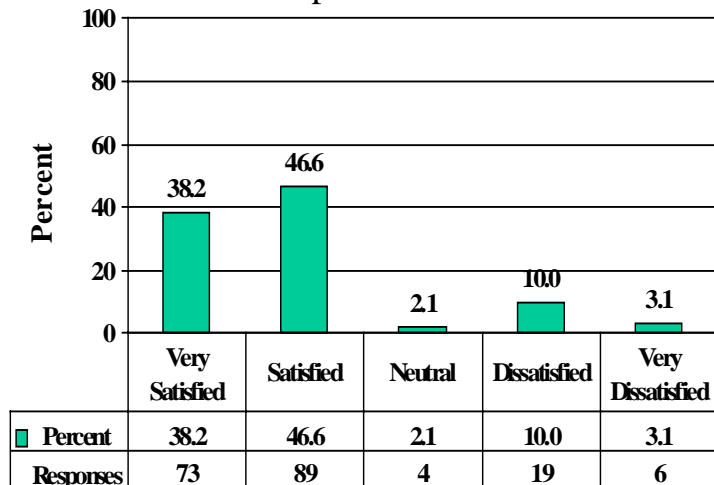
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 103: NF Caregiver Involves Consumer
in Decision Making
Total Respondents = 512



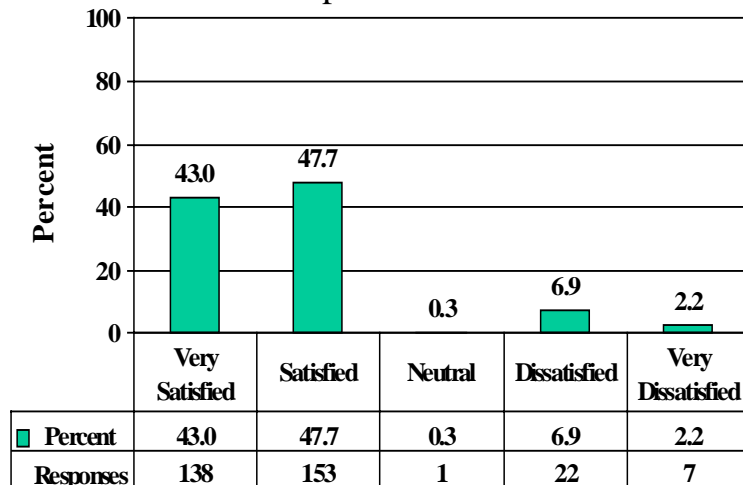
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 103: NF Caregiver Involves Consumer
in Decision Making, 18 to 64 Years of Age
Total Respondents = 191



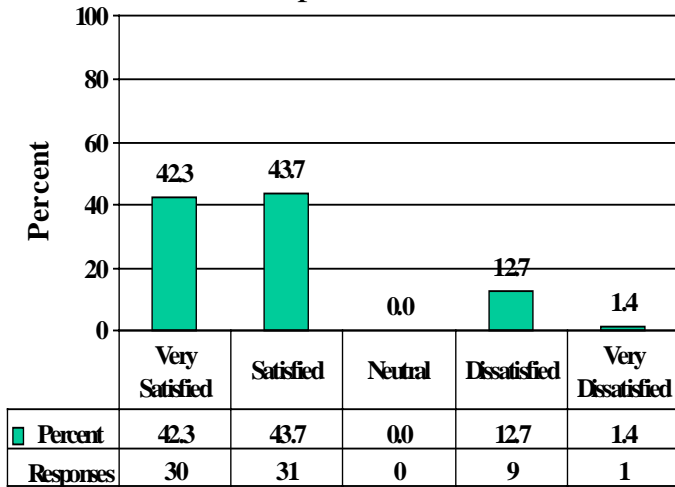
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 103: NF Caregiver Involves Consumer
in Decision Making, 65 Years of Age or Older
Total Respondents = 321



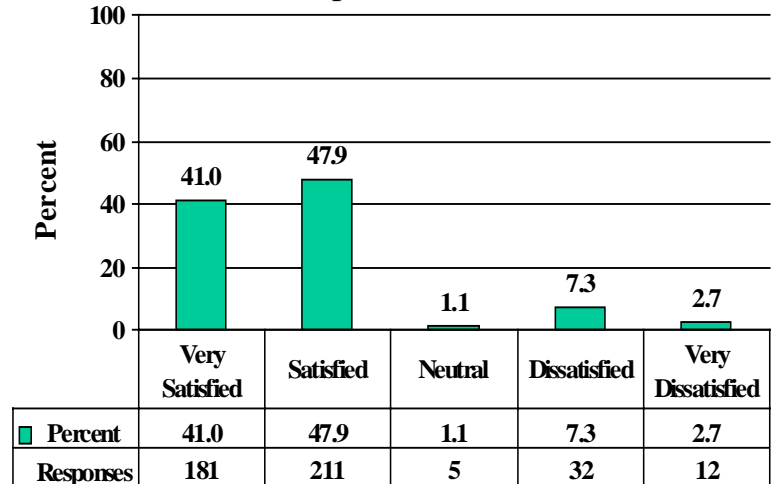
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 103: NF Caregiver Involves Consumer
in Decision Making, by Consumer Respondent
Total Respondents = 71



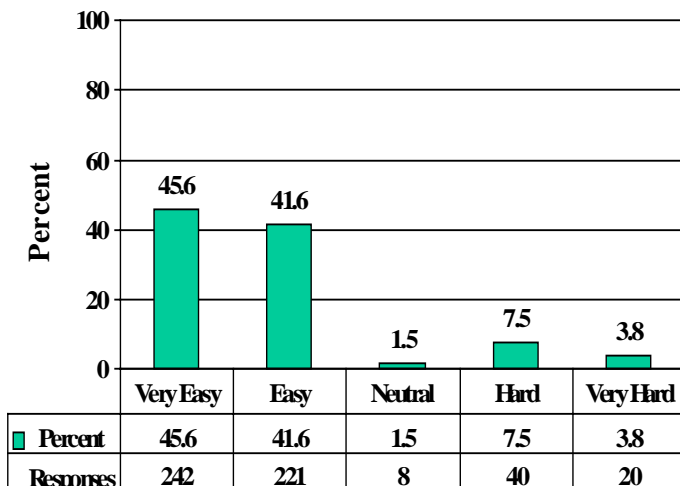
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 103: NF Caregiver Involves Consumer
in Decision Making, by Proxy Respondent
Total Respondents = 441



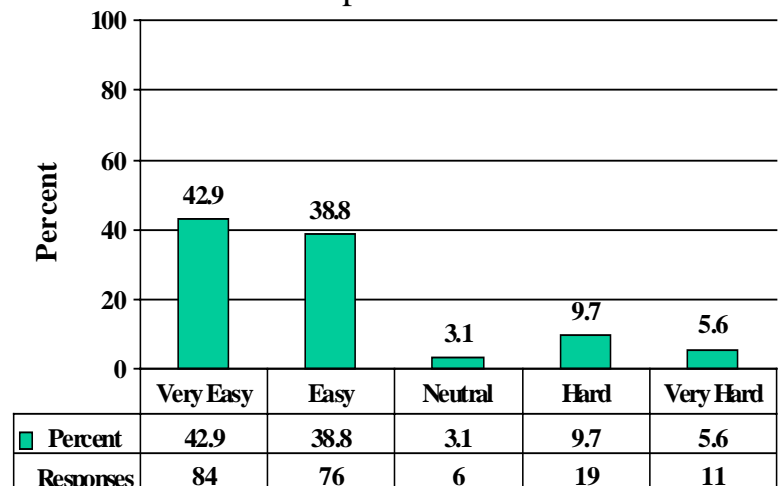
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 104: NF Caregiver is Reachable
Total Respondents = 531



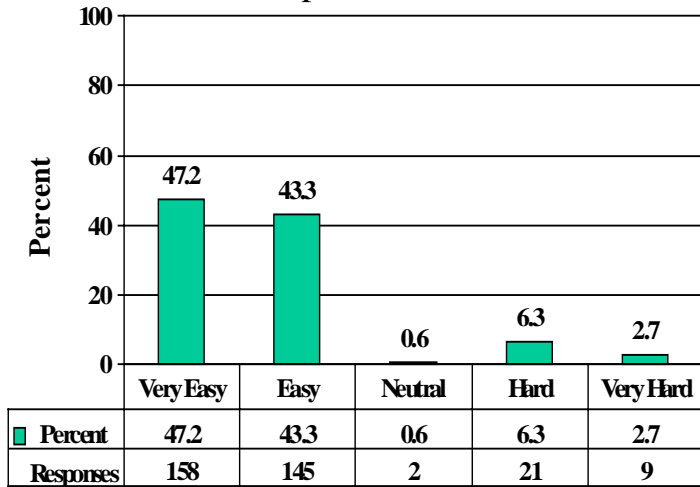
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 104: NF Caregiver is Reachable
18 to 64 Years of Age
Total Respondents = 196



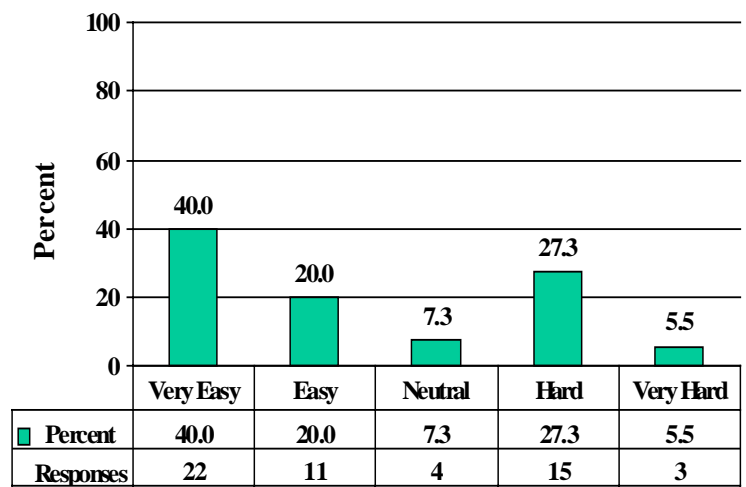
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.
Results by age group are statistically different with a p-value = 0.029

Question 104: NF Caregiver is Reachable
65 Years of Age or Older
Total Respondents = 335



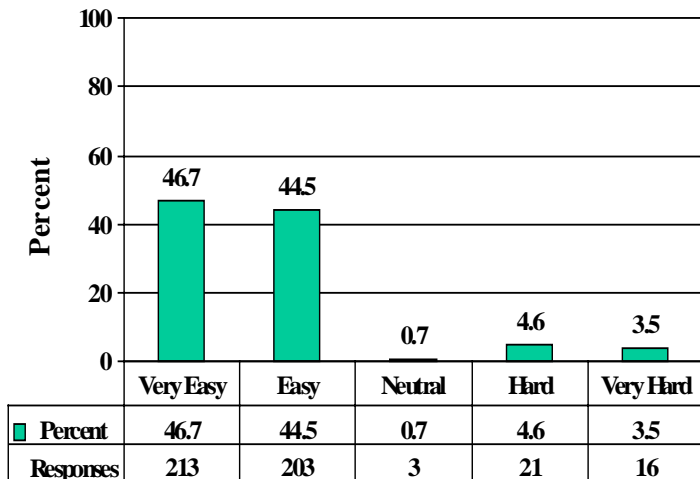
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.
Results by age group are statistically different with a p-value = 0.029

Question 104: NF Caregiver is Reachable,
by Consumer Respondent
Total Respondents = 75



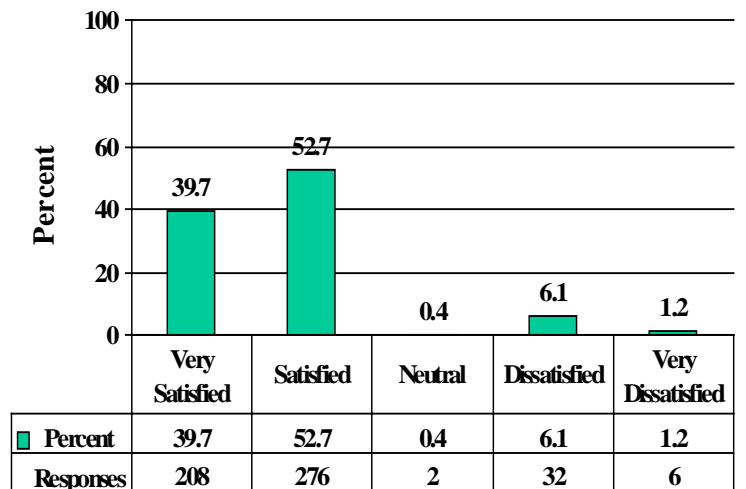
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.
Results by client are statistically different than proxy results with a p-value = 0.000

Question 104: NF Caregiver is Reachable,
by Proxy Respondent
Total Respondents = 456



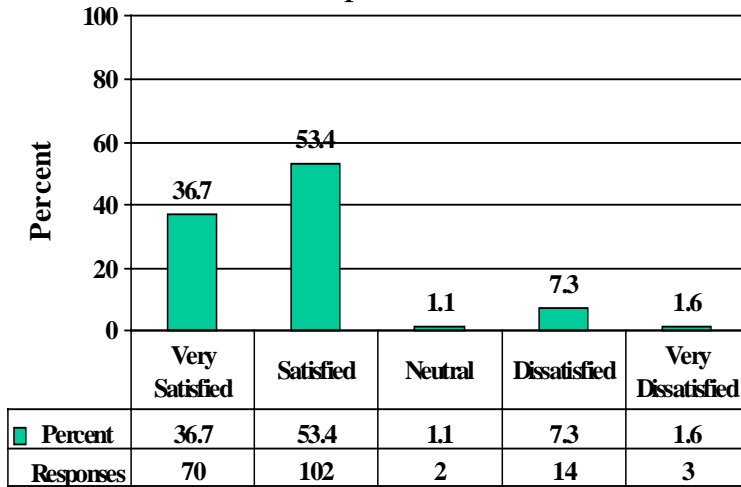
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.
Results by client are statistically different than proxy results with a p-value = 0.000

Question 105: NF Caregiver Provides Help Needed
Total Respondents = 524



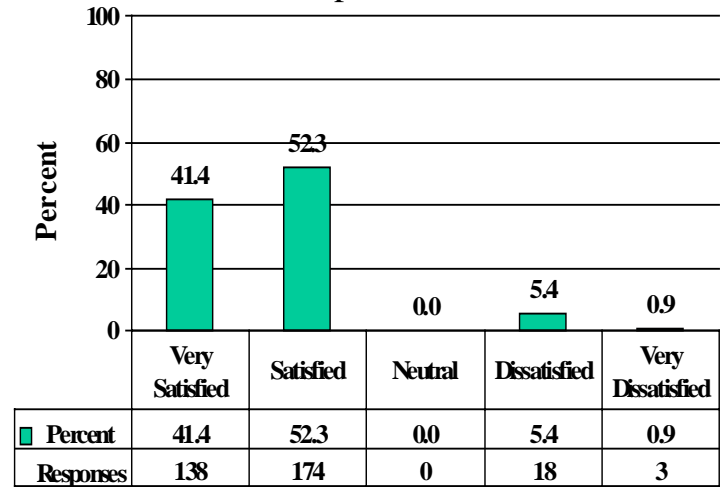
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 105: NF Caregiver
Provides Help Needed, 18 to 64 Years of Age
Total Respondents = 191



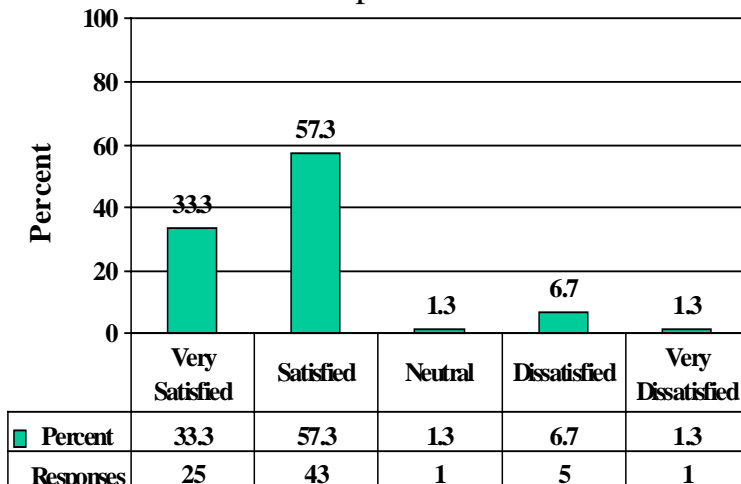
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 105: NF Caregiver
Provides Help Needed, 65 Years of Age or Older
Total Respondents = 333



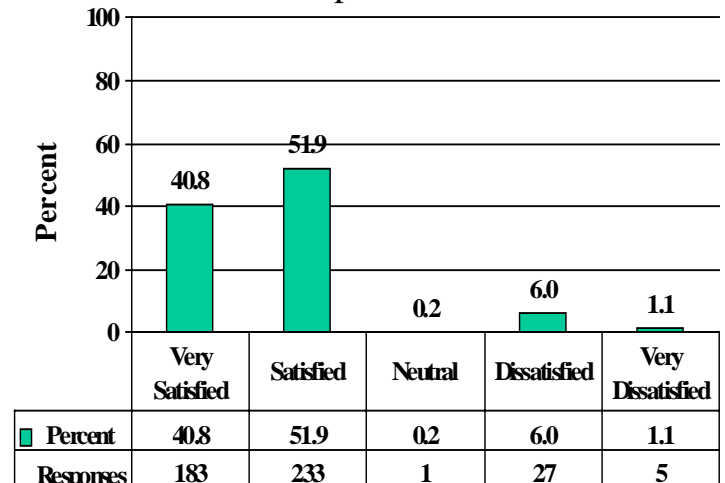
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 105: NF Caregiver
Provides Help Needed, by Consumer Respondent
Total Respondents = 75



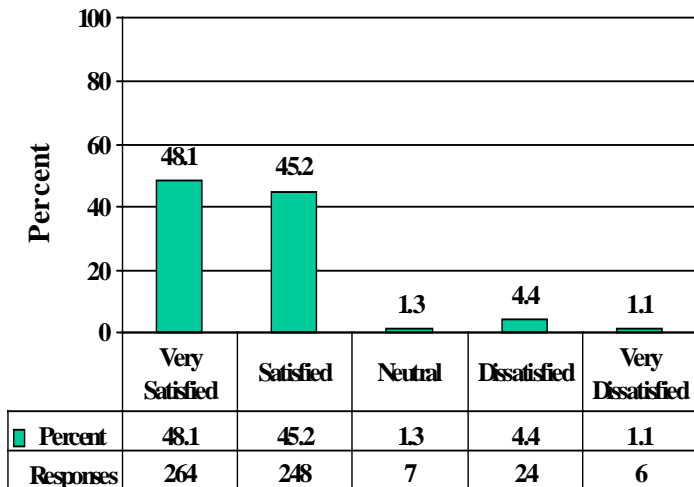
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 105: NF Caregiver
Provides Help Needed, by Proxy Respondent
Total Respondents = 449



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 111: NF Caregiver Shows Respect
Total Respondents = 549



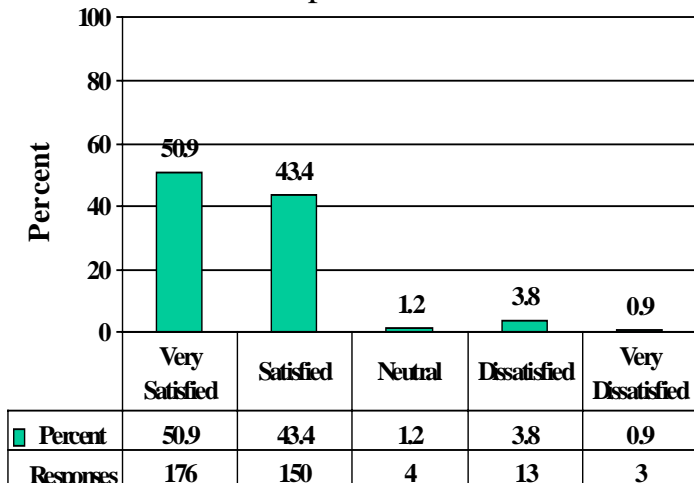
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 111: NF Caregiver Shows Respect
18 to 64 Years of Age
Total Respondents = 203



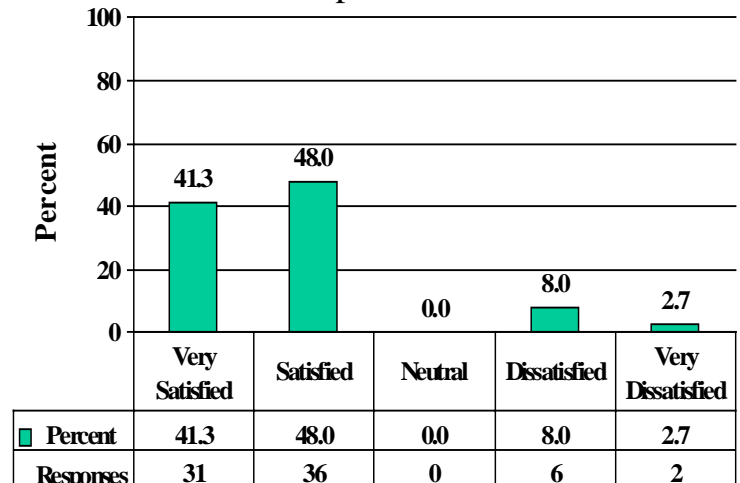
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 111: NF Caregiver Shows Respect
65 Years of Age or Older
Total Respondents = 346



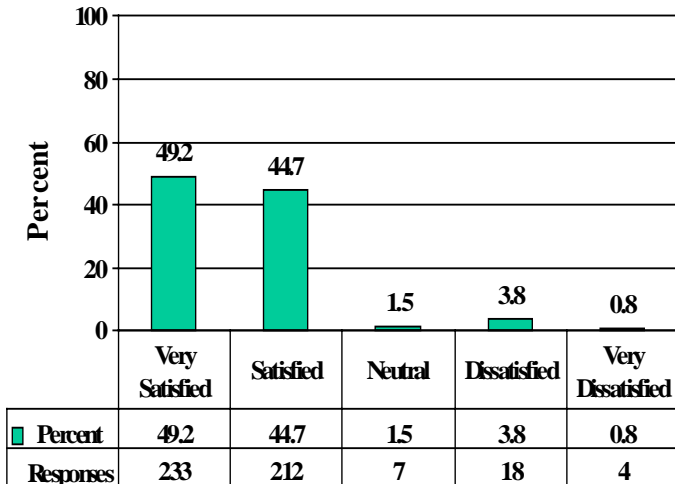
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 111: NF Caregiver Shows Respect
by Consumer Respondent
Total Respondents = 75



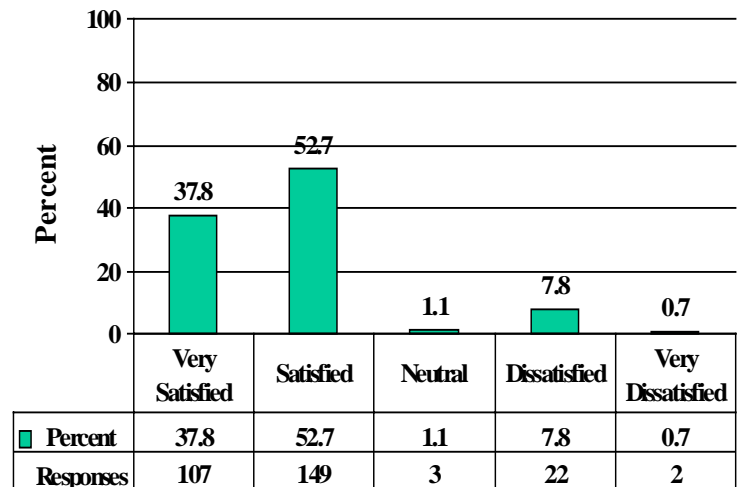
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 111: NF Caregiver Shows Respect
by Proxy Respondent
Total Respondents = 474



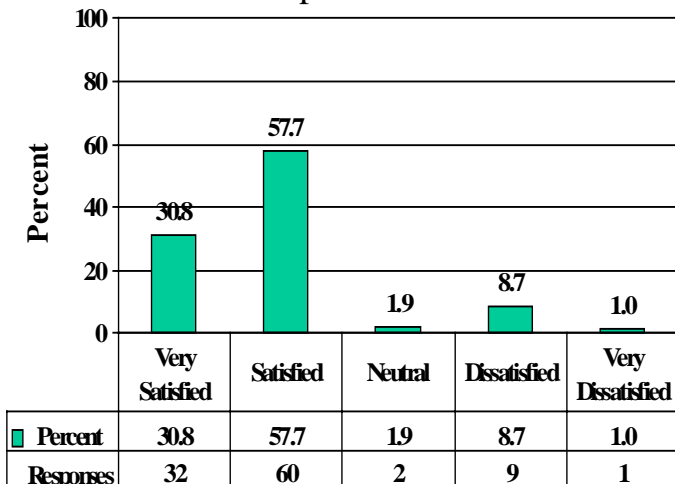
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 116: NF Caregiver Considers Cultural Needs
Total Respondents = 283



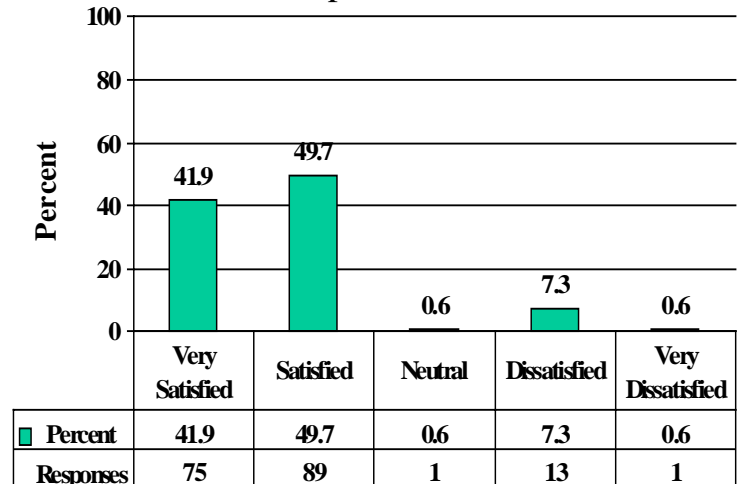
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 116: NF Caregiver Considers Cultural Needs,
18 to 64 Years of Age
Total Respondents = 104



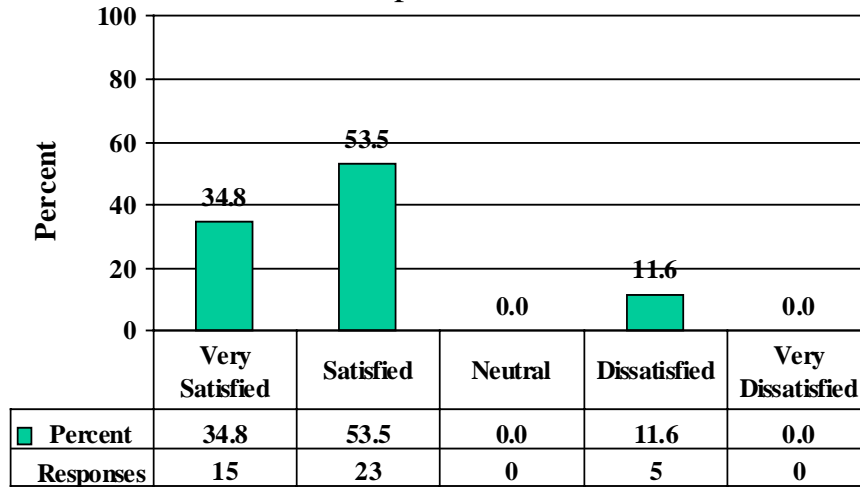
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 116: NF Caregiver Considers Cultural Needs,
65 Years of Age or Older
Total Respondents = 179



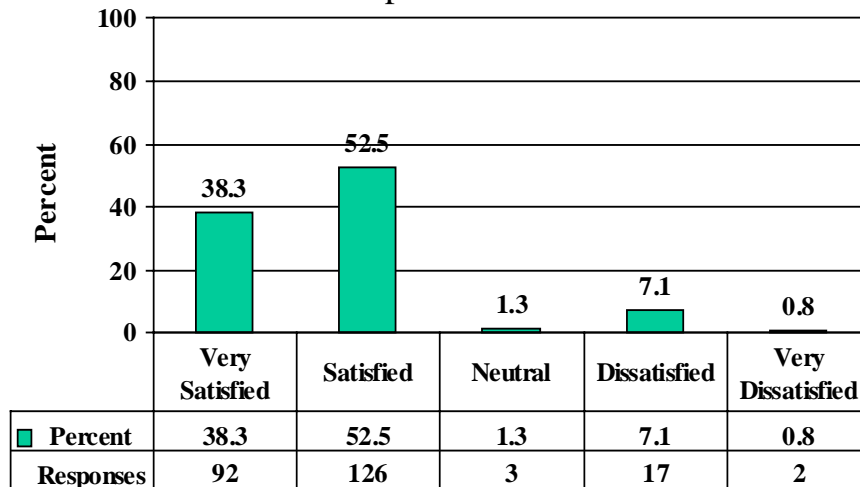
Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

Question 116: NF Caregiver Considers Cultural Needs,
by Consumer Respondent
Total Respondents = 43



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

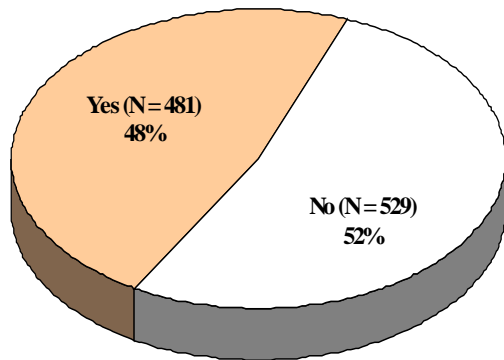
Question 116: NF Caregiver Considers Cultural Needs,
by Proxy Respondent
Total Respondents = 240



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

COMPLAINTS

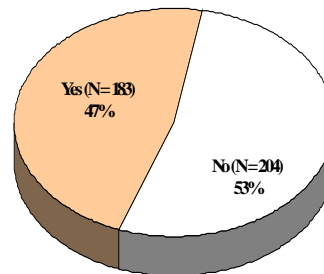
Question 130: Consumer Knows How to Contact
Maricopa County Long Term Care About
Complaints After Seeking Help from Case Manager
Total Respondents = 1,010



Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

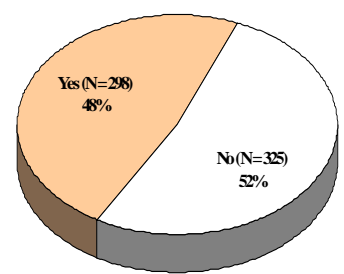
Question 130: Consumer Knows How to Contact
Maricopa County Long Term Care About Complaints
After Seeking Help from Case Manager, by Age Group

Total Respondents = 387



18–64 Years of Age

Total Respondents = 623

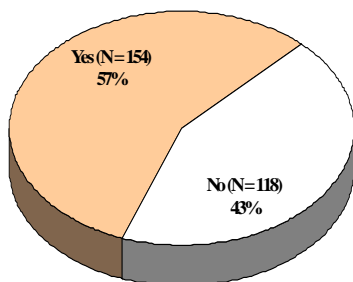


65 Years of Age or Older

Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

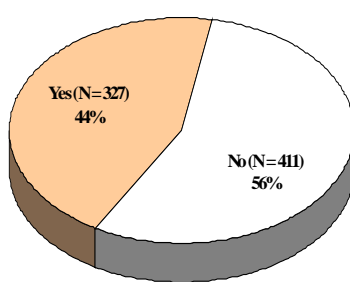
Question 130: Consumer Knows How to Contact
Maricopa County Long Term Care About Complaints
After Seeking Help from Case Manager,
by Consumer or Proxy Respondent

Total Respondents = 272



Consumer Respondent

Total Respondents = 738

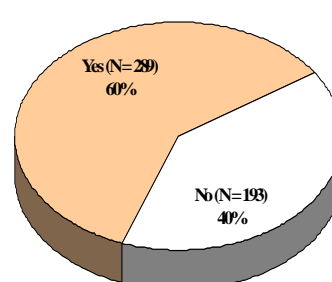


Proxy Respondent

Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.
Results by respondent are statistically different with a p-value = 0.000

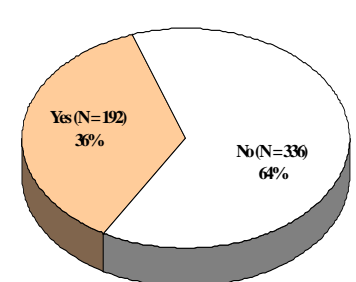
Question 130: Consumer Knows How to Contact
Maricopa County Long Term Care About Complaints
After Seeking Help from Case Manager,
by Current Placement

Total Respondents = 482



HCBS

Total Respondents = 528

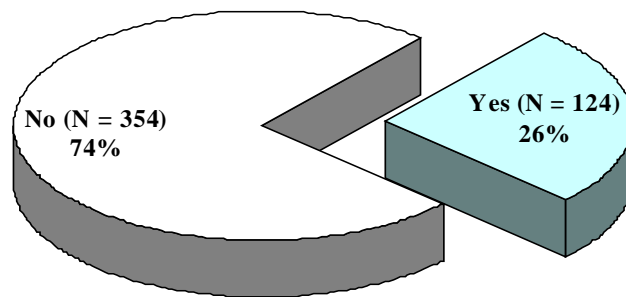


NF

Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.
Results by current placement are statistically different with a p-value = 0.000

Question 131: Consumer Has Made A Complaint After Seeking Help from Case Manager

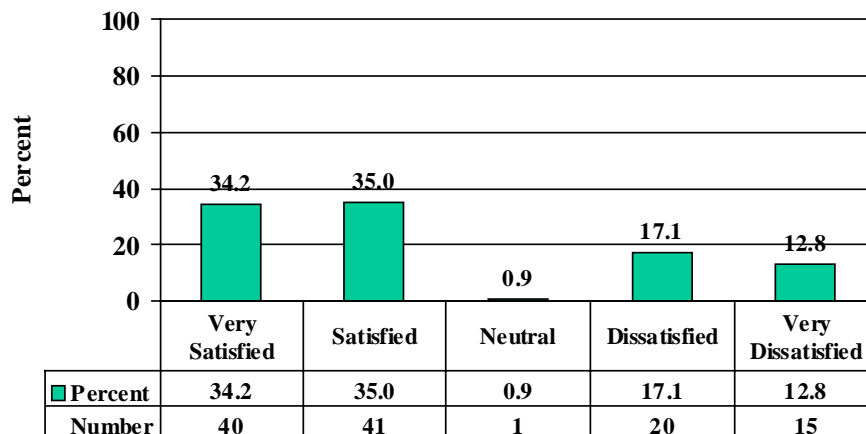
Total Respondents = 478



Note: Not all questions were answered by all respondents.

Question 132: How Satisfied is Consumer that Complaint was Handled Fairly?

Total Respondents = 117

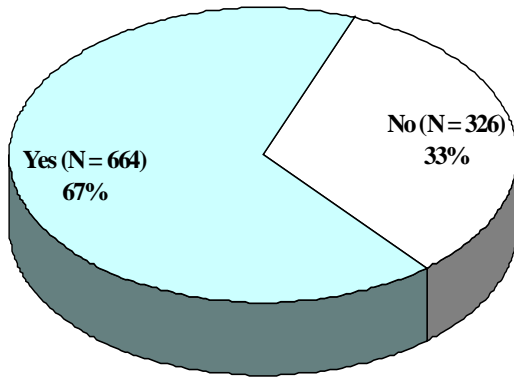


Notes: Percents may not add to 100 due to rounding. Not all questions were answered by all respondents.

HEALTH PLAN CHOICES

Question 135: Consumer Received Open Enrollment Information

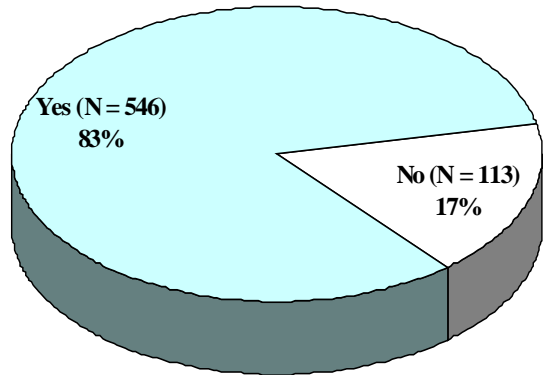
Total Respondents = 990



Note: Not all questions were answered by all respondents.

Question 135A: Consumer Read Open Enrollment Information

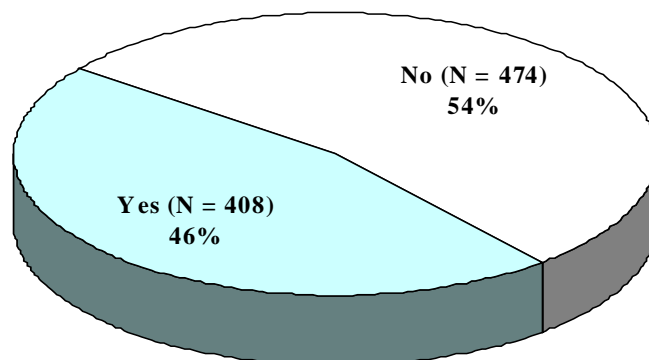
Total Respondents = 659



Note: Not all questions were answered by all respondents.

Question 135B: Should There Be More Health Plans to Choose From?

Total Respondents = 882



Note: Not all questions were answered by all respondents.

V. SURVEY QUESTIONNAIRE

FINAL FINAL FINAL FINAL FINAL

QUESTIONNAIRE FILE: p0298.run CREATED: Thur Aug 10 17:33:35 2000

Q1. I am calling because AHCCCS would like to find out what you think about the services
999f0|you get|1|{999a} gets} from the Arizona Long Term Care System (ALTCS). We
want to learn from you and other AHCCCS members so that we can improve our
services. We'd appreciate your time to help us.

{999f1|Do you know enough about {999a}'s }
{999f1|long term care to answer some questions about it?}

Type h for help on survey

0. CLIENT/NAME IN CALLBOX (Skip to Q1a)
1. PROXY - FAMILY/FRIEND/OTHER - ENTER NEXT SCREEN

ADAPTED FROM: ORIGINAL AHCCCS/HSAG QUESTION

Q 1A. [INTW: IF NECESSARY, ASK:] and what is your relationship to {999a}?

Are you a relative, a friend, or what?

1. Proxy - family/relative
2. Proxy - friend
3. Other (enter at \$ prompt)
9. DK/REF

ADAPTED FROM: ORIGINAL AHCCCS/HSAG QUESTION

Q1a. This interview will last between 15 to 20 minutes depending upon your answers. Before
we begin, we want you to know that your participation is voluntary and your answers are
confidential.

No information is ever released that would allow anyone, including AHCCCS, ALTCS or
MLTCS to identify you or anyone else in your family. If you decide you don't want to
answer any questions, it will not affect {999f|*} AHCCCS services or benefits in any
way. We would really like your opinion because you and other members know first hand
how the program is working. This call may be monitored for quality purposes.

Q1b. Skip 1c if not talking to proxy (Skip to Q2)

Q1c. GENDER OF ALTCS CLIENT?

IF YOU CAN'T TELL ASK: And is {999a} male or female?

1. MALE
2. FEMALE

ADAPTED FROM: ORIGINAL AHCCCS/HSAG QUESTION

Q5. First, we would like to ask you about {999f|0|your own|1|{999a}'s} health.

In general, would you say {999f|0|your} {999j|1|his|2|her} health is excellent, very good, good, fair or poor?

1. Excellent
2. Very good
3. Good
4. Fair
5. Poor
9. REF

ADAPTED FROM: SF-12 QUESTION (PATIENT SATISFACTION QUESTIONNAIRE)

Q6. Compared to one year ago, how would you rate {999f|*} health in general now?

Would you say {999f|*} health is much better now than one year ago, somewhat better now than one year ago, about the same as one year ago, somewhat worse now than one year ago, or much worse now than one year ago?

1. Much Better
2. Somewhat Better
3. About the Same
4. Somewhat Worse
5. Much Worse
9. REF

ADAPTED FROM: SF-12 QUESTION (PATIENT SATISFACTION QUESTIONNAIRE)

Q9. {999f[*]} currently living at home, in a facility such as Assisted Living, Adult Foster Care, or a Nursing Home.

1. Yes, Home
2. Yes, Assisted Living
3. Yes, Adult Foster Care
4. Yes, Nursing Home
9. DK/REF

ADAPTED FROM: ORIGINAL AHCCCS/HSAG QUESTION

Q10. The next questions ask about the services provided to {999f[*]} by {999f[0]your}{999j|1|his|2|her} case manager and how satisfied you are with these services.

Do you know who {999f[0]your|1|{999a}'s} case manager is?

[CLARIFICATION: The case manager is the person who reviews your needs and assists with arranging for services such as Home Delivered Meals, Nursing Services, Housekeeping, Attendant Care, Adult Foster Care, Assisted Living, and Nursing Home Care.]

1. YES
2. NO (Skip to Q50)
9. DK/REF (Skip to Q50)

ADAPTED FROM: CAHPS (2.0H AND THE NON-MEDICAL HOME AND COMMUNITY- BASED SERVICES CUSTOMER SATISFACTION SURVEY 1999.

Q12. How satisfied are you that the case manager listens to you?

Are you Very Satisfied, Satisfied, Dissatisfied or Very Dissatisfied?

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied
8. Neither/Neutral
9. DK/REF

ADAPTED FROM: 1999 MARICOPA INTEGRATED HEALTH SYSTEM LONG TERM CARE NURSING HOME CLIENT SURVEY, THE NON-MEDICAL HOME AND COMMUNITY-BASED SERVICES CUSTOMER SATISFACTION SURVEY OF 1999, AND CAHPS(2.0H.)

Q20. How satisfied are you that the case manager involves you when making decisions about {999f|0|your}{999j|1|his|2|her} care?

Would you say? Very Satisfied, Satisfied, Dissatisfied, Very Dissatisfied?

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied
8. Neither/Neutral
9. DK/REF

ADAPTED FROM: 1999 MARICOPA INTEGRATED HEALTH SYSTEM LONG TERM CARE NURSING HOME CLIENT SURVEY, AND THE NON-MEDICAL HOME AND COMMUNITY-BASED SERVICES CUSTOMER SATISFACTION SURVEY OF 1999.

Q21. Have you tried to reach {999f|*} case manager in the last 12 months?

1. YES
2. NO (Skip to Q26a)
9. DK/REF (Skip to Q26a)

ADAPTED FROM: ORIGINAL AHCCCS/HSAG QUESTION.

Q25. How easy is it for you to reach {999f|*} case manager?

Would you say it is Very Easy, Easy, Hard, or Very Hard?

1. Very Easy
2. Easy
3. Hard
4. Very Hard
8. Neutral/Neither
9. DK/REF

ADAPTED FROM: CAHPS(2.0H.)

Q26. When you call {999f[*]} case manager, how satisfied are you that {999f|0|you get}{999j|1|he gets|2|she gets} the help {999f|0|you need}{999j|1|he needs|2|she needs}.

Are you Very Satisfied, Satisfied, Dissatisfied or Very Dissatisfied?

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied
8. Neither/Neutral
9. DK/REF

ADAPTED FROM: CAHPS (2.0H.)

Q26a. DO NOT READ

IWVR: THIS IS THE PLACE TO QUIT IF RESPONDENT HAD DIFFICULTIES UNDERSTANDING AND ANSWERING PRIOR QUESTIONS

1. CONTINUE, R DOING OK, OR PROXY COMES TO PHONE
2. QUIT, R NOT ABLE TO GIVE ACCURATE ANSWERS (Skip to Q260)

Q 27. How satisfied are you with the respect {999f[*]} case manager shows you?

Would you say you are: Very Satisfied, Satisfied, Dissatisfied, or Very Dissatisfied?

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied
8. Neither/Neutral
9. DK/REF

ADAPTED FROM: 1999 MARICOPA INTEGRATED HEALTH SYSTEM LONG TERM CARE NURSING HOME CLIENT SURVEY, AND THE NON-MEDICAL HOME AND COMMUNITY-BASED SERVICES CUSTOMER SATISFACTION SURVEY OF 1999.

Q30. If {999f[*]} needed some other service that {999f|0|you are not}{999j|1|he is not|2|she is not} currently receiving to maintain independence what would it be?

[CLARIFICATION on "INDEPENDENCE": Doing more on your own.]

Q40. If {999f[*]} special cultural needs such as food or religious beliefs, how satisfied are you that the case manager takes them into consideration?

Would you say you are: Very Satisfied, Satisfied, Dissatisfied, Very Dissatisfied or does this not apply to you?

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied
5. Does Not Apply
8. Neither/Neutral
9. DK/REF

ADAPTED FROM: PART AHCCCS ACUTE CARE SURVEY AND ORIGINAL AHCCCS/HSAG QUESTION.

Q41. Overall, how satisfied are you with the case manager now?

Would you say you are: Very Satisfied, Satisfied, Dissatisfied, or Very Dissatisfied?

1. Very Satisfied
2. Satisfied
3. Dissatisfied (Skip to Q46)
4. Very Dissatisfied (Skip to Q46)
8. Neither/Neutral (Skip to Q50)
9. DK/REF (Skip to Q50)

ADAPTED FROM: CAHPS(2.0H.)

Q42. What is the main reason you are satisfied with the case manager?

[IVWR: PLEASE BE PATIENT; LET THEM ANSWER]
[BUT IF R HAS NO IDEA, ENTER 9]

\$. (Skip to Q50) 9.

ADAPTED FROM: 1999 MARICOPA INTEGRATED HEALTH SYSTEMS LONG TERM CARE NURSING HOME CLIENT SURVEY.

- Q43. These are some of the reasons you may be satisfied with the case manager. Because he or she listens to you, involves you in planning services, treats you with respect, is your advocate when necessary, is accessible, helps you retain your independence, considers race, beliefs and custom, or the quality of services received is good.

Are any of these the main reason you are satisfied with your case manager?

1. Listens (Skip to Q50)
2. Involves in Planning (Skip to Q50)
3. Respects you (Skip to Q50)
4. Advocate (Skip to Q50)
5. Accessible (Skip to Q50)
6. Retain Independence (Skip to Q50)
7. Considers Culture (Skip to Q50)
8. Good Services (Skip to Q50)
9. DK/REF (Skip to Q50)

ADAPTED FROM: 1999 MARICOPA INTEGRATED HEALTH SYSTEMS LONG TERM CARE NURSING HOME CLIENT SURVEY.

- Q 46. What is the main reason you are dissatisfied with your case manager?

[IVWR: PLEASE BE PATIENT; LET THEM ANSWER]

[BUT IF R HAS NO IDEA, ENTER 9]

\$. (Skip to Q50) 9.

ADAPTED FROM: 1999 MARICOPA INTEGRATED HEALTH SYSTEMS LONG TERM CARE NURSING HOME CLIENT SURVEY.

- Q47. These are some of the reasons you may be dissatisfied with the case manager. Because he or she doesn't listen to you, doesn't involve you in planning services, does not treat you with respect, is not your advocate when necessary, is not accessible, does not help you retain your independence, doesn't consider race, beliefs and custom, the quality of services received is not good, or something else.

Are any of these the main reason you are dissatisfied with your case manager?

1. Does not Listen
2. Does not Involve in Planning
3. Does not Respect You
4. Does not Advocate
5. Isn't Accessible
6. Does not Retain Independence
7. Does not Consider Culture
8. Bad Services
9. DK/REF

ADAPTED FROM: 1999 MARICOPA INTEGRATED HEALTH SYSTEMS LONG TERM CARE NURSING HOME CLIENT SURVEY.

Q50. The next questions ask about the services provided to {999f|0|you|1|{999a}} by {999f|0|your}{999j|1|his|2|her} doctor.

We are interested in knowing how satisfied you are with the care provided by {999f|*} doctor.

Do you have one person you think of as {999f|*} doctor?

1. YES
2. NO (Skip to Q80)
9. DK/REF (Skip to Q80)

ADAPTED FROM: CAHPS (2.0H) AND THE NON-MEDICAL HOME AND COMMUNITY-BASED SERVICES CUSTOMER SATISFACTION SURVEY 1999.

Q55. How satisfied are you that the doctor listens to you?

Would you say you are: Very Satisfied, Satisfied, Dissatisfied, or Very Dissatisfied?

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied
8. Neither/Neutral
9. DK/REF

ADAPTED FROM: 1999 MARICOPA INTEGRATED HEALTH SYSTEM LONG TERM CARE NURSING HOME CLIENT SURVEY, THE NON-MEDICAL HOME AND COMMUNITY-BASED SERVICES CUSTOMER SATISFACTION SURVEY OF 1999, AND CAHPS(2.0H.

Q60. How satisfied are you that {999f|*} doctor involves you when making decisions about {999f|0|your}{999j|1|his|2|her} care?

Would you say you are: Very Satisfied, Satisfied, Dissatisfied, Very Dissatisfied?

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied
8. Neither/Neutral
9. DK/REF

ADAPTED FROM: 1999 MARICOPA INTEGRATED HEALTH SYSTEM LONG TERM CARE NURSING HOME CLIENT SURVEY, AND THE NON-MEDICAL HOME AND COMMUNITY-BASED SERVICES CUSTOMER SATISFACTION SURVEY OF 1999.

Q67. When you call {999f[*]} doctor, how easy is it for you to reach someone who can help you?

Would you say it is very easy, easy, hard, or very hard?

[CLARIFICATION: SOMEONE WHO CAN ANSWER YOUR QUESTIONS]

1. Very Easy
2. Easy
3. Hard
4. Very Hard
8. Neutral/Neither
9. DK/REF

ADAPTED FROM: ORIGINAL AHCCCS/HSAG QUESTION.

Q68. When you call {999f[*]} doctor, how satisfied are you that {999f[0]you get|1|{999a} gets} the help {999f[0]you need}{999j|1|he needs|2|she needs}?

Would you say you are: Very Satisfied, Satisfied, Dissatisfied, or Very Dissatisfied?

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied
8. Neither/Neutral
9. DK/REF

ADAPTED FROM: CAHPS(2.0H.)

Q70. How satisfied are you with the respect shown by {999f[*]} doctor for what you have to say?

Would you say you are: Very Satisfied, Satisfied, Dissatisfied, or Very Dissatisfied?

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied
8. Neither/Neutral
9. DK/REF

ADAPTED FROM: 1999 MARICOPA INTEGRATED HEALTH SYSTEM LONG TERM CARE NURSING HOME CLIENT SURVEY, AND THE NON-MEDICAL HOME AND COMMUNITY-BASED SERVICES CUSTOMER SATISFACTION SURVEY OF 1999.

Q72. If {999f[*]} special cultural needs such as food or religious beliefs, how satisfied are you that the doctor takes them into consideration?

Would you say you are Very Satisfied, Satisfied, Dissatisfied, Very Dissatisfied or Does this not apply to you?

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied
5. Does not Apply
8. Neither/Neutral
9. DK/REF

ADAPTED FROM: PART AHCCCS ACUTE CARE SURVEY AND ORIGINAL AHCCCS/HSAG QUESTION.

Q73. Overall, how satisfied are you with {999f[*]} doctor now?

Would you say you are: Very Satisfied, Satisfied, Dissatisfied, or Very Dissatisfied?

1. Very Satisfied
2. Satisfied
3. Dissatisfied (Skip to Q75)
4. Very Dissatisfied (Skip to Q75)
8. Neither/Neutral (Skip to Q77)
9. DK/REF (Skip to Q77)

ADAPTED FROM: 1999 MARICOPA INTEGRATED HEALTH SYSTEM LONG TERM CARE NURSING HOME CLIENT SURVEY.

Q74. What is the main reason you are satisfied with your doctor?

[IVWR: PLEASE BE PATIENT; LET THEM ANSWER]
[BUT IF R HAS NO IDEA, ENTER 9]

\$. (Skip to Q77) 9.

ADAPTED FROM: 1999 MARICOPA INTEGRATED HEALTH SYSTEM LONG TERM CARE NURSING HOME CLIENT SURVEY.

Q74a. These are some of the reasons you may be satisfied with the doctor. Because he or she listens to you, involves you in planning services, treats you with respect, is your advocate when necessary, is accessible, helps you retain your independence, considers race, beliefs and custom, or the quality of services received is good.

Are any of these the main reason you are satisfied with your doctor?

1. Listens (Skip to Q77)
2. Involves in Planning (Skip to Q77)
3. Respects You (Skip to Q77)
4. Advocate (Skip to Q77)
5. Accessible (Skip to Q77)
6. Retain Independence (Skip to Q77)
7. Considers Culture (Skip to Q77)
8. Good Services (Skip to Q77)
9. DK/REF (Skip to Q77)

ADAPTED FROM: 1999 MARICOPA INTEGRATED HEALTH SYSTEM LONG TERM CARE NURSING HOME CLIENT SURVEY.

Q75. What is the main reason you are dissatisfied with your doctor?

[IVWR: PLEASE BE PATIENT; LET THEM ANSWER]
[BUT IF R HAS NO IDEA, ENTER 9]

\$. (Skip to Q77) 9.

ADAPTED FROM: 1999 MARICOPA INTEGRATED HEALTH SYSTEM LONG TERM CARE NURSING HOME CLIENT SURVEY.

Q75a. These are some of the reasons you may be dissatisfied with the doctor. Because he or she doesn't listen to you, doesn't involve you in planning services, does not treat you with respect, is not your advocate when necessary, is not accessible, does not help you retain your independence, doesn't consider race, beliefs and custom, the quality of services received is not good, or something else.

Are any of these the main reason you are dissatisfied with your doctor?

1. Does not Listen
2. Does not Involve in Planning
3. Does not Respect You
4. Does not Advocate
5. Isn't Accessible
6. Does not Retain Independence
7. Does not Consider Culture
8. Bad Services
9. DK/REF

ADAPTED FROM: 1999 MARICOPA INTEGRATED HEALTH SYSTEM LONG TERM CARE NURSING HOME CLIENT SURVEY.

Q77. We know there are many different types of insurance plans that pay for doctor visits.

Does AHCCCS pay for {999f}*} doctor's visits?

[IVWR: MAY KNOW AS: Maricopa County Long Term Care, or Long Term Care AHCCCS or ALTCS]

1. YES (Skip to Q80)
2. NO
9. DK/REF (Skip to Q80)

ADAPTED FROM: ORIGINAL AHCCCS/HSAG QUESTION.

Q79. Why did you choose that doctor rather than a doctor with MLTCS, AHCCCS, ALTCS or LTC?

h = help on MLTCS, AHCCCS

h. (Skip to Q9951)

ADAPTED FROM: ORIGINAL AHCCCS/HSAG QUESTION.

Q80. Check answer to Q9

1. If home based, continue, else
2. Assisted living: go to facility based section (Skip to Q100)
3. Adult foster care: go to facility based section (Skip to Q100)
4. Nursing home: go to facility based section (Skip to Q100)

Q82. The next questions ask about the services {999f[*]} at home. We are interested in knowing how satisfied you are with the in-home services provided to {999f[0|you|1|{999a}]}.

I am going to read a list of services available to {999f[0|you|1|{999a}]} in a home setting. Please tell me which is the most important service {999f[0|you receive|{999j|1|he receives|2|she receives}]}.

1. Attendant Care
2. Housekeeping
3. Personal Care Aide
4. Home Delivered Meals
5. Nursing Care
6. Home Health Aide
7. Proxy is caregiver (SKIP CAREGIVER QUESTIONS) (Skip to Q 99)
8. Doesn't get any Services at Home (Skip to Q 99)
9. DK/REF (Skip to Q 99)

ADAPTED FROM: ORIGINAL AHCCCS/HSAG QUESTION.

Q85. The next few questions are about the services {999f[0|you receive|1|{999a}] receives} from the {82[*]}.

Overall, how satisfied are you with how the {82[*]} listens to you?

Would you say you are: Very Satisfied, Satisfied, Dissatisfied, or Very Dissatisfied?

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied
8. Neither/Neutral
9. DK/REF

ADAPTED FROM: 1999 MARICOPA INTEGRATED HEALTH SYSTEM LONG TERM CARE NURSING HOME CLIENT SURVEY.

Q86. Overall, how satisfied are you that {999f0|your|1|{999a}'s} {82|*} involves you when making decisions about {999f0|your|1|{999a}'s} care?

Would you say you are: Very Satisfied, Satisfied, Dissatisfied, Very Dissatisfied?

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied
8. Neither/Neutral
9. DK/REF

ADAPTED FROM: 1999 MARICOPA INTEGRATED HEALTH SYSTEM LONG TERM CARE NURSING HOME CLIENT SURVEY, AND THE NON-MEDICAL HOME AND COMMUNITY-BASED SERVICES CUSTOMER SATISFACTION SURVEY OF 1999.

Q87. How easy is it for you to reach {999f0|your|1|{999a}'s} {82|*}?

Would you say it is Very Easy, Easy, Hard, or Very Hard?

1. Very Easy
2. Easy
3. Hard
4. Very Hard
8. Neutral/Neither
9. DK/REF

ADAPTED FROM: CAHPS(2.0H.)

Q88. When you call {999f0|your|1|{999a}'s} {82|*}, how satisfied are you that {999f0|you get|1|{999a} gets} the help {999f0|you need} {999j1|he needs|2|she needs}?

Would you say you are: Very Satisfied, Satisfied, Dissatisfied, Very Dissatisfied?

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied
8. Neither/Neutral
9. DK/REF

ADAPTED FROM: CAHPS(2.0H.)

Q91. How satisfied are you with the respect shown by {999f0|your|1|{999a}'s} {82|*} for what you have to say?

Would you say you are: Very Satisfied, Satisfied, Dissatisfied, or Very Dissatisfied?

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied
8. Neither/Neutral
9. DK/REF

ADAPTED FROM: 1999 MARICOPA INTEGRATED HEALTH SYSTEM LONG TERM CARE NURSING HOME CLIENT SURVEY.

Q95. If {999f0|you have|1|{999a} has} special cultural needs such as food or religious beliefs, how satisfied are you that the {82|*} takes them into consideration?

Would you say you are Very Satisfied, Satisfied, Dissatisfied, Very Dissatisfied or Does this not apply to you?

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied
5. Does not Apply
8. Neither/Neutral
9. DK/REF

ADAPTED FROM: PART FROM AHCCCS ACUTE CARE SURVEY AND ORIGINAL AHCCCS/HSAG QUESTION.

Q96. Overall, how satisfied are you with {999f0|your|1|{999a}'s} {82|*} now?

Would you say you are: Very Satisfied, Satisfied, Dissatisfied, or Very Dissatisfied?

1. Very Satisfied
2. Satisfied
3. Dissatisfied (Skip to Q98)
4. Very Dissatisfied (Skip to Q98)
8. Neither/Neutral (Skip to Q99)
9. DK/REF (Skip to Q99)

ADAPTED FROM: CAHPS(2.0H.)

Q97. What is the main reason you are satisfied with {999f[0|your|1|{999a}'s} {82|*}}?

[IVWR: PLEASE BE PATIENT; LET THEM ANSWER]
[BUT IF R HAS NO IDEA, ENTER 9]

\$. (Skip to Q99) 9.

ADAPTED FROM: THE 1999 MARICOPA INTEGRATED HEALTH SYSTEM LONG TERM CARE NURSING HOME CLIENT SURVEY.

Q97a. These are some of the reasons you may be satisfied with the {82|*}. Because he or she listens to you, involves you in planning services, treats you with respect, is your advocate when necessary, is accessible, helps you retain your independence, considers race, beliefs and custom, or the quality of services received is good.

Are any of these the main reason you are satisfied with your {82|*}}?

1. Listens (Skip to Q99)
2. Involves in Planning (Skip to Q99)
3. Respects You (Skip to Q99)
4. Advocate (Skip to Q99)
5. Accessible (Skip to Q99)
6. Retain Independence (Skip to Q99)
7. Considers Culture (Skip to Q99)
8. Good Services (Skip to Q99)
9. DK/REF (Skip to Q99)

ADAPTED FROM: THE 1999 MARICOPA INTEGRATED HEALTH SYSTEM LONG TERM CARE NURSING HOME CLIENT SURVEY.

Q98. What is the main reason you are dissatisfied with {999f[0|your|1|{999a}'s} {82|*}}?

[IVWR: PLEASE BE PATIENT; LET THEM ANSWER]
[BUT IF R HAS NO IDEA, ENTER 9]

\$. (Skip to Q99) 9.

ADAPTED FROM: THE 1999 MARICOPA INTEGRATED HEALTH SYSTEM LONG TERM CARE NURSING HOME CLIENT SURVEY.

Q98a. These are some of the reasons you may be dissatisfied with the {82|*}. Because he or she doesn't listen to you, doesn't involve you in planning services, does not treat you with respect, is not your advocate when necessary, is not accessible, does not help you retain your independence, doesn't consider race, beliefs and custom, the quality of services received is not good, or something else.

Are any of these the main reason you are dissatisfied with your {82|*}?

1. Does not Listen
2. Does not Involve in Planning
3. Does not Respect You
4. Does not Advocate
5. Isn't Accessible
6. Does not Retain Independence
7. Does not Consider Culture
8. Bad Services
9. DK/REF

ADAPTED FROM: THE 1999 MARICOPA INTEGRATED HEALTH SYSTEM LONG TERM CARE NURSING HOME CLIENT SURVEY.

Q99. Why did {999f|0|you|1|{999a}} choose to live at home?

\$. (Skip to Q130) --END OF HOME SECTION

ADAPTED FROM: ORIGINAL AHCCCS/HSAG QUESTION.

Q100. BEGINNING OF FACILITY SECTION

The next few questions ask you about the services provided by

(Facility Type Given In Q9).

I am going to read a list of services available to {999f|0|you|1|{999a}}. Please tell me which is the most important service {999f|0|you receive}{999j|1|he receives|2|she receives}.

1. Nurses Aide [AKA "CNA" - Certified Nurse Assistant]
2. Nursing Care
3. Therapeutic Care
4. Social Services
9. DK/REF (Skip to Q127)

ADAPTED FROM: ORIGINAL AHCCCS/HSAG QUESTION.

Q102. Overall, how satisfied are you that the {100|*} listens to you?

Would you say you are: Very Satisfied, Satisfied, Dissatisfied, or Very Dissatisfied?

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied
8. Neither/Neutral
9. DK/REF

ADAPTED FROM: THE 1999 MARICOPA INTEGRATED HEALTH SYSTEM LONG TERM CARE NURSING HOME CLIENT SURVEY, THE NON-MEDICAL HOME AND COMMUNITY-BASED SERVICES CUSTOMER SATISFACTION SURVEY OF 1999, AND CAHPS(2.0H.)

Q103. Overall, how satisfied are you that {999f|0|your|1|{999a}'s} {100|*} involves you when making decisions about {999f|0|your|1|{999a}'s} care?

Would you say you are: Very Satisfied, Satisfied, Dissatisfied, Very Dissatisfied?

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied
8. Neither/Neutral
9. DK/REF

ADAPTED FROM: THE 1999 MARICOPA INTEGRATED HEALTH SYSTEM LONG TERM CARE NURSING HOME CLIENT SURVEY, THE NON-MEDICAL HOME AND COMMUNITY-BASED SERVICES CUSTOMER SATISFACTION SURVEY OF 1999.

Q104. How easy is it to reach the {100|*} when you need him or her?

Would you say it is Very Easy, Easy, Hard, or Very Hard?

1. Very Easy
2. Easy
3. Hard
4. Very Hard
8. Neutral/Neither
9. DK/REF

ADAPTED FROM: (CAHPS(2.0H.)

Q105. How satisfied are you that when you contact the {100|*}, you get the help you need?

Would you say you are: Very Satisfied, Satisfied, Dissatisfied, Very Dissatisfied?

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied
8. Neither/Neutral
9. DK/REF

ADAPTED FROM: CAHPS(2.0H.)

Q111. How satisfied are you with the respect shown by the {100|*} for what you have to say?

Would you say you are: Very Satisfied, Satisfied, Dissatisfied, or Very Dissatisfied?

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied
8. Neither/Neutral
9. DK/REF

ADAPTED FROM: THE 1999 MARICOPA INTEGRATED HEALTH SYSTEM LONG TERM CARE NURSING HOME CLIENT SURVEY.

Q116. If {999f|0|you have|1|{999a} has} special cultural needs such as food or religious beliefs, how satisfied are you that the {100|*} takes them into consideration?

Would you say you are Very Satisfied, Satisfied, Dissatisfied, Very Dissatisfied or Does this not apply to you?

1. Very Satisfied
2. Satisfied
3. Dissatisfied
4. Very Dissatisfied
5. Does not Apply
8. Neither/Neutral
9. DK/REF

ADAPTED FROM: PART AHCCCS ACUTE CARE SURVEY AND ORIGINAL AHCCCS/HSAG QUESTION.

Q120. Overall, how satisfied are you with the {100|*} now?

Would you say you are: Very Satisfied, Satisfied, Dissatisfied, or Very Dissatisfied?

1. Very Satisfied
2. Satisfied
3. Dissatisfied (Skip to Q 126)
4. Very Dissatisfied (Skip to Q 126)
8. Neither/Neutral (Skip to Q 127)
9. DK/REF (Skip to Q 127)

ADAPTED FROM: CAHPS(2.0H.)

Q125. What is the main reason you are satisfied with the {100|*}?

[IVWR: PLEASE BE PATIENT; LET THEM ANSWER]
[BUT IF R HAS NO IDEA, ENTER 9]

\$. (Skip to Q127) 9.

Q125a. These are some of the reasons you may be satisfied with the {100|*}. Because he or she listens to you, involves you in planning services, treats you with respect, is your advocate when necessary, is accessible, helps you retain your independence, considers race, beliefs and custom, or the quality of services received is good.

Are any of these the main reason you are satisfied with your {100|*}?

1. Listens (Skip to Q127)
2. Involves in Planning (Skip to Q127)
3. Respects You (Skip to Q127)
4. Advocate (Skip to Q127)
5. Accessible (Skip to Q127)
6. Retain Independence (Skip to Q127)
7. Considers Culture (Skip to Q127)
8. Good Services (Skip to Q127)
9. DK/REF (Skip to Q127)

ADAPTED FROM: THE 1999 MARICOPA INTEGRATED HEALTH SYSTEM LONG TERM CARE NURSING HOME CLIENT SURVEY.

Q126. What is the main reason you are dissatisfied with the {100|*}?

[IVWR: PLEASE BE PATIENT; LET THEM ANSWER]
[BUT IF R HAS NO IDEA, ENTER 9]

\$. (Skip to Q127) 9.

ADAPTED FROM: THE 1999 MARICOPA INTEGRATED HEALTH SYSTEM LONG TERM CARE NURSING HOME CLIENT SURVEY.

Q126a. These are some of the reasons you may be dissatisfied with the {100|*}. Because he or she doesn't listen to you, doesn't involve you in planning services, does not treat you with respect, is not your advocate when necessary, is not accessible, does not help you retain your independence, doesn't consider race, beliefs and custom, the quality of services received is not good, or something else.

Are any of these the main reason you are dissatisfied with your {100a|*}?

1. Does not Listen
2. Does not Involve in Planning
3. Does not Respect You
4. Does not Advocate
5. Isn't Accessible
6. Does not Retain Independence
7. Does not Consider Culture
8. Bad Services
9. DK/REF

ADAPTED FROM: THE 1999 MARICOPA INTEGRATED HEALTH SYSTEM LONG TERM CARE NURSING HOME CLIENT SURVEY.

Q127. Did {999f|0|you|1|{999a}} choose to live in {9|*}?

1. YES
2. NO (Skip to Q127C)
9. DK/REF (Skip to Q127C)

ADAPTED FROM: ORIGINAL AHCCCS/HSAG QUESTION.

Q127a. Why is that?

[CLARIFICATION: Why did {999f|0|you|1|{999a}} decide to live in {9|*}

ADAPTED FROM: ORIGINAL AHCCCS/HSAG QUESTION.

Q127c. Now that {999f|0|you live}{999j|1|he lives|2|she lives} in {9|*}, what is most important to you?

[IVWR: PLEASE BE PATIENT; LET THEM ANSWER]
[BUT IF R HAS NO IDEA, ENTER 9]

\$. (Skip to Q127g) 9.

ADAPTED FROM: ORIGINAL AHCCCS/HSAG QUESTION.

Q127d. ASK 127e FOR HOME; 127f FOR FACILITY

Q127e. Some people have said that they live in {9|*} because it is important to have the freedom to come and go, to have good staff, because they like the environment, enjoy the privacy, it keeps them close to their families, or safety concerns.

Are any of these important to you, or is there some other reason?

1. Freedom to Come and Go (Skip to Q127g)
2. Have Good Staff (Skip to Q127g)
3. Like Environment (Skip to Q127g)
4. Enjoy Privacy (Skip to Q127g)
5. Keep Close to Family (Skip to Q127g)
6. Safety Concerns (Skip to Q127g)
7. Other (Enter Answer) (Skip to Q127g)
9. DK/REF (Skip to Q127g)

ADAPTED FROM: ORIGINAL AHCCCS/HSAG QUESTION.

Q127f. Some people have said that they live in a nursing facility because it is important to be close their family, to have good staff, because they like the environment, or safety concerns.

Are any of these important to you, or is there some other reason?

1. Keep me Close to my Family
2. Have Good Staff
3. Like Environment
4. Safety Concerns
5. Other (Enter Answer)
9. DK/REF

ADAPTED FROM: ORIGINAL AHCCCS/HSAG QUESTION.

Q127g. Would you recommend {9|*} to others?

1. YES
2. NO
9. DK/REF (Skip to Q130)

ADAPTED FROM: ORIGINAL AHCCCS/HSAG QUESTION.

Q128. Why is that?

ADAPTED FROM: ORIGINAL AHCCCS/HSAG QUESTION.

Q130. The next questions ask about how satisfied you are with the services provided by Maricopa County Long Term Care.

Do you know how to contact Maricopa County Long Term Care to ask a question or to register a complaint or concern about the care or services {999f|*} receiving?

[IWVR: IF NECESSARY READ: If you have a complaint and shared it with the case manager and it did not get resolved, do you know who to contact next?

1. YES
2. NO (Skip to Q135)
9. DK/REF (Skip to Q135)

ADAPTED FROM: THE 1999 MARICOPA INTEGRATED HEALTH SYSTEM LONG TERM CARE NURSING HOME CLIENT SURVEY.

Q131. Have you ever made a complaint?

1. YES
2. NO (Skip to Q135)
9. DK/REF (Skip to Q135)

ADAPTED FROM: THE 1999 MARICOPA INTEGRATED HEALTH SYSTEM LONG TERM CARE NURSING HOME CLIENT SURVEY.

Q132. Please tell me how satisfied you are with how fairly your complaint or concern was handled?

Would you say you are: Very Satisfied, Satisfied, Dissatisfied, or Very Dissatisfied?

[IWVR: IF MORE THAN ONE IN LAST 12 MONTHS, MOST RECENT COMPLAINT]

1. Very Satisfied (Skip to Q135)
2. Satisfied (Skip to Q135)
3. Dissatisfied (Skip to Q135)
4. Very Dissatisfied (Skip to Q135)
5. Complaint Has Not Been Settled
8. Neither/Neutral (Skip to Q135)
9. DK/REF (Skip to Q135)

ADAPTED FROM: THE 1999 MARICOPA INTEGRATED HEALTH SYSTEM LONG TERM CARE NURSING HOME CLIENT SURVEY.

Q133. If your complaint has not been settled, have you been informed about how to get help from AHCCCS?

[IWVR: IF NECESSARY READ: If you have a complaint and shared it with the Maricopa County Long Term Care and it did not get resolved, do you know who to contact next?

1. YES
2. NO
9. DK/REF

ADAPTED FROM: THE 1999 MARICOPA INTEGRATED HEALTH SYSTEM LONG TERM CARE NURSING HOME CLIENT SURVEY.

Q135. We are also interested in knowing whether or not offering you a choice among health plans is important.

Recently you may have received information from ALTCS about choosing among health plans for your long term care services. For the first time, long term care clients will be able to select among three health plans for their long term care services.

Have you received the information regarding your health plan from ALTCS?

1. YES
2. NO (Skip to Q135b)
9. DK/REF (Skip to Q 135b)

ADAPTED FROM: ORIGINAL AHCCCS/HSAG QUESTION.

Q135a. Have you read it?

1. YES
2. NO
9. DK/REF

ADAPTED FROM: ORIGINAL AHCCCS/HSAG QUESTION.

Q135b. ALTCS (Arizona Long Term Care System) provides long term care services, which include in-home services, case management, and medical and nursing home care. Each health plan may work with different long term care providers.

Do you think there should be more health plans to choose from?

Would you say yes or no?

1. YES
2. NO
9. DK/REF (Skip to Q 160)

ADAPTED FROM: ORIGINAL AHCCCS/HSAG QUESTION.

Q135e. Why?

ADAPTED FROM: ORIGINAL AHCCCS/HSAG QUESTION.

Q160. How do you think AHCCCS could improve the long term care program?

[CLARIFICATION for AHCCCS: the State; State government]

h = help on Terms (ALTCS/AHCCCS/ETC)

h. (Skip to Q995l)

ADAPTED FROM: ORIGINAL AHCCCS/HSAG QUESTION.

Q202. We may want to call you back next year to find out how your opinions and experiences may have changed.

Would that be OK with you?

1. YES
2. NO

ADAPTED FROM: ORIGINAL AHCCCS/HSAG QUESTION.

Q202b. ONLY ASK 203 IF LIVE AT HOME, ELSE: (Skip to Q 205)

Q203. (This is our last question.)

Because persons who live alone may have different experiences with long term care than persons who live with someone else in their home, we'd like to ask about {999f|*} situation.

{999f|0|Do you|1|Does {999a}} live alone, or does someone live with {999f|0|you}{999j|1|him|2|her}?

1. Live Alone
2. Someone Else Lives With Them (Skip to Q260)
9. DK/REF (Skip to Q260)

ADAPTED FROM: ORIGINAL AHCCCS/HSAG QUESTION.

Q205. {999f|0|And do you|1|And does {999a}} have family members or a close friend nearby to assist {999f|0|you}{999j|1|him|2|her}?

1. YES (HAS FAMILY/FRIEND CLOSE)
2. NO (ALONE)
9. DK/REF

ADAPTED FROM: ORIGINAL AHCCCS/HSAG QUESTION.

Q300. And that concludes our survey. Thank you very much for your cooperation.

FOR QUESTIONS ABOUT SERVICES: you can call your case manager or the Maricopa Long Term Care System office where you are receiving services at 602-344-8700.

FOR ANOTHER BROCHURE: To get another copy of the AHCCCS letter, which outlines the change to multiple health plans, call 602-344-8760

FOR QUESTIONS ABOUT OUR QUESTIONS: If you have questions about this study please call Marilea Rose at Health Services Advisory Group, 602-665-6138.

[PRESS <ENTER> TO CONTINUE

Q400. Rate the respondent's understanding of the questions.

1. R Understood all or almost all the questions
2. R Had difficulty understanding a couple of questions
3. R Had difficulty understanding more than 10 questions
4. Had difficulty with a lot of questions
- 9.

Q401a. Was language a problem?

1. YES
2. NO

Q401b. Was hearing a problem?

1. YES
2. NO

Q401c. Is there anything else we need to know about any difficulties the respondent had?

1. YES (Skip to Q998c)
2. NO (Skip to Q998c)

Q995k. BEGINNING OF BOUNCE-BACK QUESTION(S) FOR HELP OR REFERENCE
[SURVEY PURPOSE AND CONFIDENTIALITY]

We are doing this survey to find out about people opinions of their long term care.

We want to find out your experiences with the care you receive.

We are NOT selling anything - we work for Arizona State University.

You may call my supervisor and ask him any questions, or verify this survey: JoAnne Valdenegro or Bill Edwards, 480-965-5009.

If you want to verify with AHCCCS, please call John Black at 602-344-8700.

You may also call HSAG if you have questions, call Marilea Rose at 602-665-6138. (Health Services Advisory Group).

I had to sign a statement promising to keep secret all the answers I heard, and so did all the other interviewers and my supervisors.

Q995l. BEGINNING OF BOUNCE-BACK QUESTION(S) FOR HELP OR REFERENCE

AHCCCS is the state (Medicaid) that oversees the long term care program in Arizona. (Arizona Health Care Cost Containment System).

ALTCS is the name of the long term care program at AHCCCS (Arizona Long Term Care System).

MLTCS is paid by AHCCCS to provide long term care services. (Maricopa Long Term Care System).



This report has been a joint effort of three organizations:
AHCCCS, HSAG, and Flinn Foundation.
The intent has been to define the issues and
propose viable options for policy-makers
regarding long term care in Arizona.

Additional copies can be obtained
from the AHCCCS website at
www.ahcccs.state.az.us.

Long Term Care:
Now and the Next Generation:
Final Report
Final Report Summary
Baby Boomers: Who Me?
What the Consumers Say
What the Experts Say
Survey Data Book